



# 1993 FACT BOOK



Ministry

Transportation

Specialized Transit Services

66

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#### FOREWORD

The Fact Book provides a summary of operating characteristics and results for those Ontario municipalities providing transit services for physically disabled persons during the 1993 calendar year.

The data in the Fact Book has been derived from information supplied by the individual systems. An attempt has been made to reflect comparable and consistent data for all systems by using common definitions for each data element.

The Fact Book is currently produced annually by the Ministry of Transportation. In this respect, the document should prove to be a useful resource for municipal officials and transit administrators in continuing to review and develop their respective systems.

Any inquiries concerning individual system data should be directed to the system's listed contacts. However, requests for additional copies or information of a general nature may be directed to:

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Ministry of Transportation of Ontario
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1201 Wilson Avenue
Downsview, Ontario
M3M 118

Telephone: (416) 235-4010 Fax: (416) 235-5224 This publication is only available in English. Cette publication n'est disponsable qu'en anglais.

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## INTRODUCTION

Transit services for physically disabled persons in Ontario have experienced significant change and growth during the past decade. Prior to 1979, there were only 5 transit systems for physically disabled persons operating in the Province. This has grown to 94 systems or 186 municipalities currently being subsidized through the Ministry of Transportation.

The services are becoming more visible in the community and are subject to increased scrutiny by passengers, other citizens, elected officials and interested groups, whose objectives, expectations and perspectives towards the services vary widely. The availability of uniform information sources should contribute to a greater understanding about the services, and lead to effective and constructive communications among the respective parties.

In addition, a comprehensive and consistent database will assist those providing services to share experiences and identify improvements towards more efficient and effective transit services for physically disabled persons.

Consequently, the Ministry of Transportation has introduced this Fact Book of transit statistics to meet the following objectives:

- Promote a consistent and uniform database to facilitate comparisons among transit systems for physically disabled persons.
- Increase the general level of understanding about transit services for physically disabled persons.
- Provide a formal forum for information exchange with other provincial ministries, external agencies, service operators and interest groups.
- Provide an opportunity for municipalities/operators to share experiences in order to assist them in maximizing service productivity and optimizing cost efficiency.
- Assist local officials in relating their policies (fare level, eligibility requirements, etc.) and results

(number of passengers, etc.) to other similar systems on a general level.

6. Assist communication between local elected officials and the management of transit systems for physically disabled persons, and further enhance managements' accountability to public agencies and the public at large.

Data is presented in six categories. The first five categories (Registrants, Financial, Service, Vehicles, and Employees) contain information describing the type of service and scale of operation, and results documenting the amount of service provided, annual passengers, costs and revenues, etc. In the last category, Performance Indicators, data from the other five categories has been used to generate statistics on financial performance, cost effectiveness and efficiency, utilization, and productivity.

In order to achieve consistent and comparable data between systems, standard definitions are included in this report and should be read in conjunction with the applicable data.

Since the data for each system is affected by many factors, similarities and differences between various communities and transit operations should be carefully considered when making comparisons. The effectiveness of this report for the sharing of information and experiences depends on the cooperation and contributions of the municipalities in providing a complete set of data, and on the users of the Fact Book to interpret it in its proper context.

## PROVINCIAL FUNDING POLICIES

In 1993, the financial support provided by the Ministry of Transportation for the provision of transit for physically disabled persons was intended "to assist municipalities to provide service to those individuals who are unable to climb or descend stairs, or walk 175 metres".

The eligibility of individual passengers is determined and enforced by each municipality. This generally requires a declaration of the person's inability to board regular transit facilities and may be ruled on by an eligibility committee or municipal official.

Funding for transportation for physically disabled persons is available to any municipality wishing to provide this type of service. Funding must be requested directly by a municipality for services operated. In 1993, the eligible capital costs incurred by municipalities were subsidized at the rate of 50 percent.

The operating subsidy was comprised of two components:

- Basic; and
- Passenger Based.

The Basic Operating Subsidy amounts to 25 percent of the eligible costs, where service is provided using vehicles purchased with provincial funding assistance, or 30 percent of the eligible costs in cases where the service is provided using vehicles which were purchased without provincial funding assistance.

For 1993, the Passenger Based subsidy rate was \$3.50 per eligible passenger trip (i.e. excluding those trips made by attendants and companions). The minimum operating subsidy paid to any municipality was 50% of net cost. The

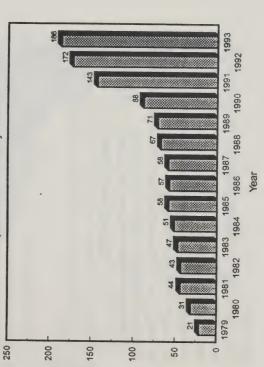
maximum operating subsidy payable to any municipality was 75% of net cost, or 50% of total transit costs.

Municipalities participating in the Provincial funding program agree to recognize the eligible status of non-residents registered in other participating municipalities in Ontario. Therefore, service may be requested in all other participating municipalities by an individual registered in a municipality receiving Provincial funding under this program.

## SERVICE OPERATION SUMMARY

The following graph indicates the growth in the number of municipalities providing services from 1979 to 1993.

## Municipalities Served By Year



# of Municipalities

Although funding must be requested directly by a municipality, the service may be operated by the municipality, or by others on its behalf. The operational alternatives for providing specialized transportation services include concerned citizens, non-profit incorporated groups, service clubs, private contractors, taxi companies, municipal departments, and transit departments or commissions. A system may be comprised of one, or more than one, of these groups.

## Advisory Committee

A municipality may find it useful to establish an advisory committee to aid in setting policy for the operator. This committee may be comprised of interested citizens, users, municipal officials or staff members from various municipal departments. As well, a separate eligibility committee could be established to determine the eligibility of the applicants for service. In 1993, 12 municipalities indicated that they had not yet established an advisory committee.

#### Registrants

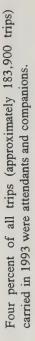
At the end of 1993, approximately 98,900 persons were registered as eligible for transit services for physically

disabled persons, of which approximately 39 % were wheelchair registrants, 57 % were ambulatory registrants, and 3 % were temporary registrants.

#### Passengers

following graph illustrates the growth in the total number of The total number of eligible passengers in 1993, per the provincial guideline, was approximately 4,132,000, of were ambulatory passengers. This compares with 257,000 passengers carried in the latter six months of 1979. The whom approximately 39 % were wheelchair users and 57 % passengers carried since 1979.

Passengers By Year



#### Level of Service

services could use conventional transit hours and days of service as a guide. Municipalities without regular transit would determine the needs of disabled persons with the A municipality may provide the level of service it deems appropriate. Municipalities with conventional transit community and attempt to offer at least regular weekday services to match these needs.

## Annual Increase in Passengers:

% 9			28 %		
84/188	68/88	06/68	90/91	91/92	92/93
22 %	18 %	13 %	14 %	9.5%	20 %
81/82	82/83	83/84	84/85	85/86	86/87

2.5

Millions of Passengers

1991

1988

1987 1986

1979

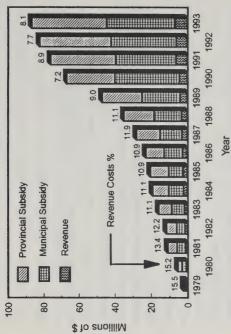
### Costs By Year

In 1993, operating costs for transit services for physically disabled persons totalled approximately \$ 86,672,700. Due to the nature of the services, the cost per passenger, which averaged \$ 20.98 in 1993, is significantly higher than the figure for conventional transit services. The average 1993 cost for conventional transit services was approximately \$1.60 per passenger.

#### Revenue

The total revenues in 1993 were approximately \$7,009,400. In addition to revenue from regular service fares, which amounted to \$6,399,300, a total of \$610,100 was received from other sources, including contracts and charters, advertising and charitable cash donations.

The following graph indicates the growth in the total operating costs and total revenues since 1979. The overall revenue to cost ratio for each year is also indicated.



Financial donations received by a municipality from corporations, service clubs and private citizens may be used by the municipality to offset or augment its share of the cost of the services without affecting the level of subsidy, and in turn providing a potentially greater level of service than otherwise possible.

#### Service Type

Trip origins and destinations of physically disabled passengers using this type of service are widely dispersed and the specific pick-up and drop-off points for passengers is at the discretion of each municipality. According to the municipal policies, 13 systems operate from curb to curb, 34 systems operate from accessible door to accessible door and 40 systems operate from door to door. The selected policy can influence the productivity level of the system.

#### Fares

The municipality sets the passenger fares for transit services for physically disabled persons. These fares should be no more than the published fare rates of the conventional municipal transit system, or a minimum of fifty cents (\$0.50) per one way trip in municipalities without a conventional transit system.

In 1993, the adult fares ranged from \$ 1.00 to \$ 6.00. 24 (25 %) of the systems levied adult fares that were different than adult fares of the conventional transit system. 13 (14 %) of the systems charged different fares for different

passenger categories (i.e. student, children and senior

citizens), and 33 (35 %) of the systems sold tickets, tokens, punchcards or monthly passes.

#### Vehicles

A variety of vehicles were used in providing transit service for physically disabled persons in 1993. In some municipalities, more than one type of vehicle was operated with or without the flexibility to transport both wheelchair and ambulatory passengers. The total vehicle fleet breakdown was: 45 sedans/station wagons, 103 modified vans, 216 small buses, 219 purpose-built buses, and 290 "other" vehicles.

As with conventional transit, the demand for service for physically disabled persons differs for various time periods. Typically, there will be a morning rush periods corresponding with work start times and rehabilitation centre openings as well as afternoon return trips for work related trips and medical appointments. Evening and weekend service demands are low in comparison to the two daytime peak periods. The total number of vehicles operated in peak service in Ontario in 1993 was 497, with 486 vehicles in midday service, 222 vehicles on Saturday and 185 on

midday service, 222 vehicles on Saturday and 185 on Sunday.

Non-dedicated vehicles (e.g. taxis, sedans, livery) were used by 38 systems in providing transit services for eligible registrants. In 1993, approximately 1,229,700 passenger trips were made by non-dedicated vehicles, which accounted for 30 % of total passenger trips. These trips were provided at an average cost of \$ 9.21 per trip.

#### Employment

Transit services for physically disabled persons employed 1,543 people in Ontario for 1993. There were 758 full-time, 234 part-time and 1 shared operators plus 366 full-time, 169 part-time, and 15 shared other employees (reservationists, schedulers, dispatchers, vehicle maintenance employees, supervisors and administrators).

Volunteer involvement can be very beneficial to a community, and in 1993, 24 volunteers performed such duties as reservationists, dispatchers or schedulers, a decrease of 23 % from 31 in 1992.

Note: It should be noted that the summaries presented in this section reflect the data as it is presented in the Fact Book. Corrections were not made for missing data.

## **DEFINITIONS and EXPLANATIONS**

#### Service Start

The year in which transportation services for physically disabled persons commenced operations in the municipality.

#### Service Area

The geographic area (in hectares) served by the transit service.

### Population Served

The total population within the service area.

## Advisory Committee/Board of Directors

This is a group of concerned and knowledgeable citizens including members from various municipal departments, whose main function is to develop policy. The committee determines the best operator, the potential for coordination

of services, reviews applications for the disabled, sets service standards and operating policies, etc.

#### Registrants

## Eligibility Guideline

The Provincial eligibility guideline for 1993 states that services are for "persons who are unable to climb or descend stairs, or walk 175 metres.". However, interpretation does vary between municipalities. Typical eligibility definitions include:

- ► <u>Unable to board</u>: Includes persons physically unable to climb three steps to board a regular transit vehicle.
- ► Unable to use: Refer to Ministry directive B-15, "Eligibility Guideline for Specialized Transit Services": it is the responsibility of the local eligibility committee or individual to make this assessment on an individual basis.

## Eligibility Committee

A group separate from the Advisory Committee, made up of municipal officials or staff, representatives from medical

agencies, or users of the system, who are responsible for reviewing applications and determining the eligibility of the applicants for the service. This group would be chaired by a member of the Advisory Committee.

## User Registration

Users of the transit service should be registered with the system. However, registration procedures vary between municipalities. Passengers should carry registration cards to ensure that services are provided to eligible users and also to permit registrants access to services in other municipalities.

#### Waiting List

The number of persons on a list, as of December 31, 1993, waiting to be registered. Service providers should be encouraged to register those persons eligible for service, regardless of whether there is sufficient availability of service. The registrants should be serviced on a "first come, first served" basis. The unaccommodated demand would then be measured by the number of unaccommodated trips

### Eligible Registrants

The total number of people registered with the system as of December 31, 1993, including temporary registrants, who are deemed eligible as per the provincial eligibility criteria. The proportion of wheelchair users and ambulatory users is also indicated.

### Other Registrants

The total number of registrants that are not deemed eligible as per the provincial guidelines.

## Registration List Screening

An indication of how often the list of registrants is completely screened or updated to verify eligibility.

## Attendants and Companions

An attendant is someone who must accompany the passenger to provide assistance. A companion is someone who is not physically disabled and is not accompanying the passenger to provide assistance. Some systems permit companions where space is available.

#### Visitor Eligibility

An indication of whether a physically disabled person visiting from an outside municipality is eligible to use the service provided by the municipality.

## Eligible Passenger Trips

The number of **one-way trips** made in 1993 on regular service by eligible passengers per the provincial guideline, including trips on non-dedicated services (taxis), contract and local charter service, and excluding all trips made by attendants.

This category also includes the number of one-way trips made by passengers who are not deemed eligible as per the provincial guideline, excluding all one way trips made by attendants and companions. The proportion of wheelchair passengers and ambulatory passengers is also indicated. The number of trips on both dedicated and non-dedicated services is provided.

## Attendant and Companion Trips

The number of one-way trips made by attendants and companions.

### Trips by Trip Type

Municipalities may normally classify trips for scheduling purposes using one or more of the following trip types:

<u>Subscription</u>: Regular daily trips (4 to 5 days a week) scheduled with no call-in requirements.

<u>Prebooked</u>: Trips made regularly but not every day (1 to 3 days a week), with no call-in required.

Reservations: Trips not taken regularly and requiring an advance call-in. Minimum and maximum advance call-in times vary between municipalities, but by definition reserved trips must be booked at least 24 hours in advance.

<u>Demand Response</u>: Trips requested the same day as the trip is made.

## Unaccommodated Trip Requests

The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

#### Cancelled Trips

The annual number of scheduled passenger trips which were later cancelled by passengers.

#### No-Show Trips

The annual number of scheduled passenger trips for which passengers did not show when the vehicle arrived at the scheduled pick-up time.

#### Service

#### Service Type

The stated policy for type of service being operated within the municipality: either door-to-door, curb-to-curb, or accessible door to accessible door. If the type of service is to/from an accessible door, the definition of an accessible door is provided.

## Daily Hours of Service

The beginning and ending times between which regular service is provided on weekdays, Saturdays, Sundays, and Holidays. Hours of service may vary from one weekday to another; in these cases the beginning and ending times

shown in the Fact Book are for the weekday with the longest hours of service.

#### Call-Ins

The minimum and maximum advance call-in times to book a trip provide an indication of the flexibility of system scheduling.

## Scheduling and Dispatching Methods

The methods of making reservations, scheduling trips, and dispatching vehicles vary between municipalities and depend on whether they are done manually or are computer assisted.

#### Fare Structure

The fare structure that was in effect on December 31, 1993. Fare payment methods include cash, tickets, tokens, punchcards, monthly passes, and other media (such as annual passes, zone premiums, transfer charges, etc.). Fare categories include adults, children, students, senior citizens, attendants, companions, and others (such as unemployed, university/college students, etc.).

## Comparison to Conventional Transit

For comparison, the fare structure and hours of service for the conventional transit service are provided. The hours of service for the conventional service are indicated as "Longer", "Shorter", or "Same". If the adult fare for conventional transit is the same as for the transit for the physically disabled service, then this is indicated as "Same". If the conventional transit fare structure is different, including the concessionary fares for seniors, students, etc., then both are indicated. If the cash fare on the conventional service is the same, but the rest of the fare structure is different, then "Different" is indicated. In municipalities where no conventional service is provided, "No Conventional Service" is indicated.

#### Vehicles

#### Vehicle Types

A variety of vehicles are used in transit for physically disabled persons. In some municipalities there is more than one type of vehicle which may or may not have the flexibility to transport both wheelchair and ambulatory disabled persons. The types of vehicles include sedans and station wagons, modified vans, small buses, purpose-built buses, and others.

Station Wagons also include unmodified mini-vans, and describes vehicles which are used for carrying ambulatory passengers.

Modified Vans are regular production vans or mini-vans with a raised roof or a lowered floor, and a lift or ramp mechanism for wheelchair access.

Small Buses are vehicles built on a standard production cab and chassis, and include school buses.

Purpose-Built Buses are vehicles which are designed specifically for transporting physically disabled persons, such as the Orion II, and which are eligible for the Specialized Vehicle Subsidy.

The number of vehicles, the typical wheelchair and ambulatory capacity for each type of vehicle, and the average age in years for each vehicle type is provided. Within one system's fleet, the capacities of different vehicles of the same type may vary.

### Vehicle Ownership

The vehicles used in the operation of the service for physically disabled persons may be owned and/or leased by the municipality, the transit commission, the contracted operator, or other organizations including hospitals, service clubs/ community groups, non-profit organizations.

## Vehicle Maintenance

The maintenance of vehicles may be undertaken by the municipality, the transit authority, or the contracted operator, and may be contracted out or undertaken by others or other means (free service).

## Fleet Distribution by Time of Day

The demand for service differs for various time periods and for various municipalities. The maximum number of revenue vehicles used during the time periods shown for the peak weekday and for Saturdays, Sundays, and Holidays illustrates the variation in demand.

## Revenue Vehicle Kilometres

The total distance travelled during 1993 by vehicles while in revenue service, excluding deadhead to and from the garage, maintenance, training, inter-municipal charter travel and non-dedicated service.

## Total Vehicle Kilometres

The sum of revenue vehicle kilometres plus the deadhead kilometres to and from the garage, maintenance and training, excluding non-dedicated service.

## Revenue Vehicle Hours

The sum of all vehicle hours scheduled to be in service, excluding non-dedicated services, deadhead to and from the garage, maintenance, and training.

## Total Vehicle Hours

The sum of the revenue vehicle hours plus the deadhead to and from the garage, maintenance, and training, but excluding non-dedicated services.

## Non-Dedicated Service (Taxis, Sedans)

Some municipalities make use of non-dedicated vehicles, such as taxis, sedans, or livery vehicles for the transportation of physically disabled persons. Usage is indicated by the total number of passenger trips by non-dedicated services and the number of operators under contract. The cost per trip of non-dedicated services may be determined by a flat rate, per hour, per kilometre, or by meter rate. In the case where the cost is determined by meter rate, the mechanism for verifying charges is described.

#### Employees

## Full-time Employee

A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

### Part-time Employee

An employee with a work assignment requiring less than 1,820 working hours annually.

#### Shared Employee

An employee whose duties are shared with other departments or services.

#### Volunteers

Persons donating their time for various responsibilities and positions without remuneration on a volunteer basis.

#### Operators

Includes all active and paid operators (drivers) excluding inactive revenue vehicle operators, those on extended sick leave, and student operators.

#### Office Staff

The number of paid employees involved in office operations including reservationists, schedulers, dispatchers, inspectors, and those involved in the processing of registration applications.

### Maintenance Staff

The number of paid maintenance employees including vehicle maintenance employees.

## General Administration Staff

The number of paid employees in general administration including supervisory personnel, administrators, management and secretarial staff.

### Operators' Union

The name of the union and the local representing the operators of services for physically disabled. For comparison, the union and local representing operators of the conventional transit service is provided.

#### Wage Rates

The top hourly wage rates paid to operators and to maintenance employees, if applicable, as of December 31, 1993 excluding fringe benefits, premiums, and cost of living allowances. For comparison, top wage rates for the conventional transit service are provided.

#### Financial

## Total Operating Cost

Total expenses incurred in the system operation, including:

- costs incurred for non-dedicated (taxi) services;
- contractual costs for dedicated services (regardless of whether vehicles were purchased with or without provincial funding assistance);
- operating expenses incurred by municipal employees, including transportation scheduling and dispatching (including computer-assisted), fuel, premises and plant, depreciation and debenture charges on non-subsidized capital purchases, and other miscellaneous costs;
- equipment and vehicle maintenance costs, and;
- general and administrative expenses.

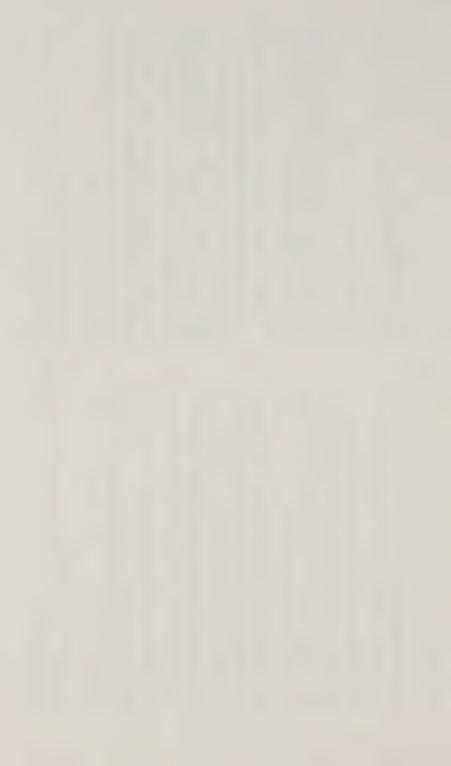
## Total Operating Revenue

Total revenue derived from the system operation, including:

- farebox revenue;
- fares collected from school charters or other local service within the municipality such as service contracts with institutions, and;
- other operating revenues from such sources as advertising and promotional considerations.

#### Donations

Cash donations from corporations, service clubs, private individuals, and others to defray operating costs. Donations are not included in the revenue figure used in calculating the Net Operating Costs. Donations form part of a municipality's share of the Net Operating Cost or subsidy.



# INDIVIDUAL SYSTEM STATISTICS

REGISTRANTS  LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other  ELIGIBILITY COMMITTEE?  MEMBERS? eligibility determined by medical/health professional REGISTRATION CARDS?  WAITING LIST?  NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary - Temporary - 12%	0) 2	ERATED BY: ONTACT: CONTACT: I A L COSTS AND R ITING COST: Tare Tare Tare Tare Tare Tare Tare Tare	### ##################################	\$37,300 \$300,468 \$120,187 \$120,187	WYCD IN:	accessible of the following services of the	1981 yes 000 000 000 000 000 000 000 000 000 0	55,000 6,531 8 Monthly Pass
- Temporary Attendants/Companions Other (not eligible) TOTAL: 34 HOW OFTEN IS REG. LIST SCREENED? annually COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?	2 12% 8 yes	TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS:	REQUESTS:	54% 32% 10% 4% 20 20 416	Senior Attendant Companion Other OTHER METHODS OF PA COMPARISON WITH CON Conventional Hours Fare Structure	NAL T	10\$12.00 10\$12.00 10\$12.00	

-

VEHICLES						=-	EMPLOYEES	ווי	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES: Nu	Number	Capacity	Capacity	Age	Revenue	181,545	181,545 NUMBER OF EMPLOYEES:	IPLOYEES:	
S-Wagon/Sedan					Total	181,745		Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators	ო	4
Small Buses	4	ო	2	ເດ	Revenue	8,057	Office	-	
Purpose-Built	C/I	ო	19	2	Total	8,510	Mainten.	1.5	
Other							Admin.	-	
TOTAL VEHICLES	ထ				IS NON-DEDICATED SERVICE		Volun.	u u	4
Ownership: mu	municipality							}	
ài	municipality				NO. OF OPERATORS:	-	1 UNIONS:		
FI FET DISTRIBUTION:					PAYMENT METHOD:		Conventional		
6-9	9-11 11	11-2 2-4	4-6 6-9	9-12 12+	(ie. flat rate, hourty, per km etc.)				
Peak Day 3			-		flat rate trip		MAXIMUM WAGE RATES:	E RATES:	
Saturday	-	<del></del>	-					Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$16.39	\$16.39
Holidays							Maintenance	\$20.68	\$20.68
PERFORMANCE INDICATORS	INDIC	ATORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	ZATION:	
R/C = Op.Revenue/Op.Cost		11.0%	Registrants/Capita	Capita		0.0063	Trips/Hour		2.16
Net Operating Cost/Capita		\$5.46	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.1465	Kilometres/Hour		22.53
Municipal Net Cost/Capita		\$2.19	Trips/Capita	m!		0.3444	Average Kilometres/Trip	tres/Trip	10.41
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	rvice	8%	<b>Trips/Registrant</b>		54.75
- Provincial		%09					Unaccommodat	Jnaccommodated Trip Requests	0.11%
- Municipal		40%	EFFECTIVENESS:	ENESS:			Cancellations		2.20%
(incl. donations)			Cost/Trip	- Dedicated	70	\$19.37	No-Shows		0.12%
				- Non-Dedicated	icated				
EFFICIENCY (Dedicated Service Only):	rvice Only):						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour		\$41.92	LABOUR P	LABOUR PRODUCTIVITY:	,,,		Revenue Hours/Vehicle	Vehicle	1,343
Cost/Kilometre		\$1.86	Hours/Operator	ator		1,611	Kilometres/Vehicle	cle	30,258

	SERVICE OPERATED BY:	non-profit organization		SERVICE STARTED IN:	September	1988	
Amherstburg	MUNICIPAL CONTACT:			POPULATION SERVED:			24,070
AAM Care-A-Van				SERVICE AREA (ha):			19,193
	OPERATIONS CONTACT:	Donna Cauchi		ADVISORY COMMITTEE?	6;	yes	
		(519) 736-2520		NUMBER OF MEMBERS:	.,		5
REGISTRANTS	FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door		
Unable to Board		Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use	Dedicated	\$59,734		Weekdays			
Other	Non-Dedicated			Saturday	0900 to 1800		
	TOTAL	\$59,734	\$4,537	Sunday			
ELIGIBILITY COMMITTEE? no				Holidays			
MEMBERS?	NET OPERATING COST:		\$55,197	CALL-INS:	no min, no max		
eligibility determined by staff	Provincial Share			METHODS:			
	Municipal Share			Registration	manually		
REGISTRATION REQUIRED? yes	Donations		\$6,039	Reservations	manually		
REGISTRATION CARDS? no				Scheduling	manually		
WAITING LIST?	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?	Eligible - Wheelchair			FARE STRUCTURE:			
	- Ambulatory			OI	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions		-	Adult \$	\$3.00		
Eligible - Wheelchair 77 25%	% Other (not eligible)			\$ piido	\$3.00		
- Ambulatory 235 75%	% TOTAL:	2,750		Student \$	\$3.00		
- Temporary				Senior	\$3.00		
Attendants/Companions	TRIP TYPES:			Attendant	free		
Other (not eligible)	Subscription			Companion \$	\$3.00		
TOTAL: 312	Prebooked			Other			
	Reservation		19%	OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		81%	\$6.00 for trip to Windsor			
every 2 or 3 years	UNACCOMMODATED TRIP REQUESTS:	PEQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	MENTIONAL TRANSI	H	
COMPANIONS ALLOWED IF SPACE? yes	CANCELLED TRIPS:			Conventional Hours	No Conv. Service	8	
VISITORS ELIGIBLE?	NO-SHOWS:			Fare Structure	No Conv. Service	8	

VEHICLES							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Nur	Number	Capacity	Capacity	Age	Revenue		NUMBER OF EMPLOYEES:	1
S-Wagon/Sedan					Total		Lall line	ran ime
Modified Vans					ANNUAL HOURS:		Operators	
Small Buses	-	വ	00	3.5	Revenue	2,000	Office	
Purpose-Built					Total	2,000	Mainten.	4
TOTAL VELICIES	-				IS NON-DEDICATED SERVICE		Volun.	
IOIAL VENICLES	-				AVAILABLE? no		TOTAL 1	-
Ownership: mu	municipality							
Maintenance: loca	local bus company	пралу			NO. OF OPERATORS:		UNIONS: Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
69	9-11	11-2 2-4	4-6 6-9 9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day	-		-		flat rate per trip		MAXIMUM WAGE RATES:	Conventional
Saturday							POTIENT OF THE POTIEN	
Sunday					PAYMENT VERIFICATION:		Operations Maintenance	
PERFORMANCE INDICATORS	NDION	ATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		7.6%	Registrants/Capita	apita		0.0130	Trips/Hour	1.38
Net Operating Cost/Capita		\$2.29	Revenue Vel	Revenue Vehicle Hours/Capita	apita	0.0831	Kilometres/Hour	
Municipal Net Cost/Capita			Trips/Capita			0.1143	Average Kilometres/Trip	0
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	ervice		Trips/Registrant	8.81
- Provincial		20%					Unaccommodated Trip Requests	
- Municipal		20%	EFFECTIVENESS:	NESS:			Cancellations	
(incl. donations)			Cost/Trip	- Dedicated	9	\$21.72	No-Shows	
				- Non-Dedicated	licated			
EFFICIENCY (Dedicated Service Only):	rvice Only						VEHICLE UTILIZATION (Dedicated Service Oriny).	ed service Only).
Cost/Hour		\$29.87	LABOUR PF	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	2,000
Cost/Kilometre			Hours/Operator	ttor		2,000	Kilometres/Vehicle	
Maintana Cantillamoton								

		SERVICE OPERATED BY: other	_		SERVICE STARTED IN:	January	1991
Atikokan		MUNICIPAL CONTACT: E.A.	E.A. Morrisette		POPULATION SERVED:		
Handy-Van		(208)	(807) 597-6932		SERVICE AREA (ha):	6	n/a
		OPERATIONS CONTACT:			ADVISORY COMMITTEE?		yes
					NUMBER OF MEMBERS:	***	7
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	NUES:		TYPE:	door to door/curb to curb	curb
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$57,313		Weekdays	0800 to 1600	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$57,313	\$14,050	Sunday		
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$43,263	\$43,263 CALL-INS:	no min, no max	
eligibility determined by staff		Provincial Share		\$22,000	METHODS:		
		Municipal Share			Registration	n/a	
REGISTRATION REQUIRED?	2	Donations			Reservations	n/a	
REGISTRATION CARDS?	2				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	593		FARE STRUCTURE:		
		- Ambulatory	2,300		0,	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult	\$1.25	
Eligible - Wheelchair	4 5%	Other (not eligible)			Child	\$1.25	
- Ambulatory	60 81%	TOTAL:	2,893		Student	\$1.25	
- Temporary	10 14%				Senior	\$1.25	
Attendants/Companions		TRIP TYPES:			Attendant	\$1.25	
Other (not eligible)		Subscription			Companion	\$1.25	
TOTAL:	74	Prebooked			Other	\$1.25	
		Reservation		3%	3% OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?	35	Demand-Response		926			
not in last 5 years		UNACCOMMODATED TRIP REQUESTS:	JESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	/ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	shorter	
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure		

						_		
VEHICLES							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	_	NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Total	13,800	Full Time	Part Time
Modified Vans	-	ო		4	ANNUAL HOURS:		Operators 1	-
Small Buses					Revenue	2,169	Office 1	-
Purpose-Built					Total	2,169	Mainten.	
Other							Admin.	
TOTAL VEHICLES	•				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL 2	2
Ownership:	municipality							
Maintenance:	contracted out	=			NO. OF OPERATORS:		UNIONS:	
							Specialized no	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11	11-2 2-4	4-6 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day							MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators \$8.92	2
Holidays							Maintenance	
PERFORMANCE INDI		CATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	St	24.5%	Registrants/Capita	/Capita			Trips/Hour	1.33
Net Operating Cost/Capita			Revenue V	Revenue Vehicle Hours/Capita	apita		Kilometres/Hour	
Municipal Net Cost/Capita			Trips/Capita	u			Average Kilometres/Trip	
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	ervice		Trips/Registrant	39.09
- Provincial		51%					Unaccommodated Trip Requests	र
- Municipal		49%	EFFECTIVENESS:	ENESS:			Cancellations	
(incl. donations)			Cost/Trip	- Dedicated	D	\$19.81	No-Shows	
				- Non-Dedicated	licated			
EFFICIENCY (Dedicated Service Only):	Service Only)						VEHICLE UTILIZATION (Dedicated Service Only):	ated Service Only):
Cost/Hour		\$26.42	LABOUR P	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	2,169
Cost/Kilometre			Hours/Operator	rator		1,446	Kilometres/Vehicle	
Maintenance Cost/Kilometre	fre							

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		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	April	1991	-
Aurora		MUNICIPAL CONTACT:	Art Meeke		POPULATION SERVED:			32,489
Access Bus			(905) 727-3123		SERVICE AREA (ha):			4,950
		OPERATIONS CONTACT:	Sheila Gallagher		ADVISORY COMMITTEE?	E?	yes	
			(905) 853-5555		NUMBER OF MEMBERS:	ió		9
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	ŏ	
g		:	Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use X		Dedicated	\$67,136		Weekdays	U857 F 01 U858U	3	
Oilei		TOTAL:	\$67,136	\$2,430	Sunday			
ELIGIBILITY COMMITTEE? no					Holidays			
MEMBERS?		NET OPERATING COST:		\$64,707	CALL-INS:	min 24 hou	min 24 hours, max 30 days	days
advisory committee		Provincial Share		\$35,534	METHODS:			
		Municipal Share		\$29,173	Registration	manually		
REGISTRATION REQUIRED? yes		Donations		\$12,500	Reservations	manually		
REGISTRATION CARDS? yes					Scheduling	manually		
WAITING LIST?		ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	719		FARE STRUCTURE:			
		- Ambulatory	4,374				Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	145				11/\$10.00	22/\$20.00
Eligible - Wheelchair 11	3%	Other (not eligible)			Child		11/\$7.00	22/\$14.00
- Ambulatory 303 9	%56	TOTAL:	5,093		Student	\$0.80	11/\$8.00	22/\$16.00
- Temporary 5	5%				Senior	•	11/\$7.00	22/\$14.00
Attendants/Companions		TRIP TYPES:			Attendant	SAME		
Other (not eligible)		Subscription		19%	Companion	SAME		
TOTAL: 319		Prebooked		25%	Other	SAME		
		Reservation		25%	OTHER METHODS OF PAYMENT:	YMENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		4%				
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	9/	COMPARISON WITH CONVENTIONAL TRANSIT:	VENTIONAL TR	ANSIT:	
COMPANIONS ALLOWED IF SPACE? yes	"	CANCELLED TRIPS:		326	Conventional Hours	longer		
VISITORS ELIGIBLE?	10	NO-SHOWS:		61	Fare Structure	заше		

	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Number	Capacity	Capacity	Age	Revenue	35,123	35,123 NUMBER OF EMPLOYEES:	
S-Wagon/Sedan				Total	39,641	Full Time	Part Time
Modified Vans				ANNUAL HOURS:		Operators 1	-
Small Buses 1	ო	9	ო	Revenue	2,142	Office 1	
Purpose-Built				Total	2,268	Mainten.	-
Other						Admin.	
TOTAL VEHICLES 1				IS NON-DEDICATED SERVICE		Volun.	
				AVAILABLE? no		TOTAL 2	2
Ownership: municipality	ity						
Maintenance: operator				NO. OF OPERATORS:	_	UNIONS	
						Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
6-9 9-11	11-2 2-4	4-6 6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)			
Peak Day						MAXIMUM WAGE RATES:	
Saturday						Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operators \$10.00	
Holidays						Maintenance \$14.50	
PERFORMANCE INDICATORS	ICATORS						
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	3.6%	Registrants/Capita	砬		0.0098	Trips/Hour	2.38
Net Operating Cost/Capita	\$1.99	Revenue Vehicle Hours/Capita	Hours/Ca	pita	0.0659	Kilometres/Hour	16.40
Municipal Net Cost/Capita	\$0.90	Trips/Capita			0.1568	Average Kilometres/Trip	06.9
Share of Net Cost		Trips by Non-Dedicated Service	dicated Ser	vice		Trips/Registrant	15.97
- Provincial	25%					Unaccommodated Trip Requests	1.49%
- Municipal	45%	EFFECTIVENESS:	ij			Cancellations	6.40%
(incl. donations)		Cost/Trip	- Dedicated		\$13.18	No-Shows	1.20%
		•	- Non-Dedicated	zated			
EFFICIENCY (Dedicated Service Only):	nly):					VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour	\$31.35	LABOUR PRODUCTIVITY:	UCTIVITY:			Revenue Hours/Vehicle	2,142
Cost/Kilometre	\$1.91	Hours/Operator			1,428	Kilometres/Vehicle	35,123

			מ					
		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	February	1980	
Barrie		MUNICIPAL CONTACT:	George Kaveckas		POPULATION SERVED:		61,0	61,000
B.A.C.T.S.			(705) 739-4209		SERVICE AREA (ha):		7,7	7,720
		OPERATIONS CONTACT:	Max Stefaniuk		ADVISORY COMMITTEE?	6;	2	
			(705) 737-4325		NUMBER OF MEMBERS:			
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door		
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$314,994		Weekdays	0730 to 2330		
Other		Non-Dedicated	\$16,235		Saturday	0900 to 2330		
		TOTAL:	\$331,229	\$26,739	Sunday			
ELIGIBILITY COMMITTEE?	2				Holidays			
MEMBERS?		NET OPERATING COST:		\$304,409	\$304,409   CALL-INS:	max 14 days		
administrative staff		Provincial Share		\$165,827	METHODS:			
		Municipal Share		\$138,663	Registration	computer assisted	pe	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually		
REGISTRATION CARDS?	2				Scheduling	computer assisted	pe	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	11,181	3,246	3,246 FARE STRUCTURE:			
		- Ambulatory	8,506		O	Cash Tickets/Cards	ds Monthly Pass	ass
NUMBER OF REGISTRANTS:		Attendants/Companions	3,447		Adult \$	\$1.10 10/\$11.00	00	
	426 59%		10		Child	\$1.10 10/\$11.00	00	
	287 40%	6 TOTAL:	19,687	3,246	Student \$	\$1.10 10/\$11.00	00	
- Temporary	9 1%				Senior \$	\$1.10 10/\$11.00	00	
Attendants/Companions		TRIP TYPES:			Attendant \$	\$1.10 10/\$11.00	00	
Other (not eligible)		Subscription		35%	Companion \$	\$1.10 10/\$11.00	00	
TOTAL: 72	722	Prebooked		38%	Other			
		Reservation		17%	OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		10%				
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	231	COMPARISON WITH CONVENTIONAL TRANSIT:	<b>ENTIONAL TRANSIT</b>		
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		2,557	Conventional Hours	same		
VISITORS ELIGIBLE?	yes	NO-SHOWS:		245	Fare Structure	same		
The second secon	1	J			0.000	2000		

							EMPLOYEES	חחט	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
	Number	Capacity	Capacity	Age	Revenue	122,947	122,947 NUMBER OF EMPLOYEES:	EMPLOYEES:	
S-Wagon/Sedan					Total	122,947		Full Time	Part Time
Modified Vans	ις.			5.4	ANNUAL HOURS:		Operators	0	7
Small Buses					Revenue	7.067	Office	, 4	
Purpose-Built					Total	8,292	Mainten.		
Other							Admin.	-	
TOTAL VEHICLES	ιΩ				IS NON-DEDICATED SERVICE		Volun.		
	:				AVAILABLE? yes		TOTAL	5	œ
	municipality								
Maintenance: co	contracted out				NO. OF OPERATORS:	2	UNIONS		
							Specialized	2	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional		
6-9	9-11 11-2	21	6 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 3	4 0	4	-		flat rate trip		MAXIMUM WAGE BATES:	GE RATES:	
Saturday	<del></del>	-	-	-				Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$11.75	\$13.00
Holidays					by operator		Maintenance	•	
PERFORMANCE INDICATORS	INDICAT	ORS							
FINANCIAL:			SERVICE				CEDVICE LITTE IZATION:	IZATION:	
R/C = Op. Bevenue/Op.Cost		A 10%	Donietrante Canita	nain		0 000	Service Of	LEATION.	
Not Operating Continue		8 2 3	negistration.	apild		8110.0	I nps/Hour		2.79
ret operaning concapita		55.4	Hevenue Veh	Revenue Vehicle Hours/Capita	pita	0.1159	Kilometres/Hour	1	17.40
Municipal Net Cost/Capita		\$2.27	Trips/Capita			0.3760	Average Kilometres/Trip	etres/Trip	6.25
Share of Net Cost			Trips by Non-	Trips by Non-Dedicated Service	vice	14%	Trips/Registrant	=	31.76
- Provincial		54%					Unaccommode	Jnaccommodated Trip Requests	1.01%
- Municipal		46%	EFFECTIVENESS:	ESS:			Cancellations		11.15%
(incl. donations)			Cost/Trip	- Dedicated		\$16.00	No-Shows		1.07%
				- Non-Dedicated	zated	\$5.00			
EFFICIENCY (Dedicated Service Only):	rice Only):						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour		\$44.57	LABOUR PRODUCTIVITY:	DUCTIVITY:			Revenue Hours/Vehicle	sVehicle	1.413
Cost/Kilometre		\$2.56	Hours/Operator	20		1.087	Kilometres/Vehicle	icle	24 589
Marineton Commercial C		,							1

	SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	February 1	1983
Belleville	MUNICIPAL CONTACT:	Cliff Belch		POPULATION SERVED:		35,479
Mobility Bus		(613) 967-3268		SERVICE AREA (ha):		3,100
	OPERATIONS CONTACT:	Deborah Boucher		ADVISORY COMMITTEE?	c	2
		(613) 968-5888		NUMBER OF MEMBERS:		
REGISTRANTS	FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	curb to curb	
Unable to Board		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use X	Dedicated	\$110,018		Weekdays	0800 to 1730	
Other	Non-Dedicated			Saturday	1000 to 1800	
	TOTAL:	\$110,018	\$13,832	Sunday		
ELIGIBILITY COMMITTEE? NO				Holidays		
MEMBERS?	NET OPERATING COST:		\$96,186	\$96,186 CALL-INS:	no min, max 7 days	
eligibility determined by medical professional	Provincial Share		\$63,426	METHODS:		
	Municipal Share		\$32,760	Registration	manually	
REGISTRATION REQUIRED? yes	Donations		\$15,620	Reservations	manually	
REGISTRATION CARDS? yes				Scheduling	manually	
WAITING LIST?	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?	Eligible - Wheelchair			FARE STRUCTURE:		
	- Ambulatory			Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions			Adult \$1.25	10	
Eligible - Wheelchair 172 68%	Other (not eligible)			Child \$1.25	10	
- Ambulatory 82 32%	TOTAL:			Student \$1.25	10	
- Temporary				Senior \$1.25	10	
Attendants/Companions	TRIP TYPES:			Attendant \$1.25	10	
Other (not eligible)	Subscription			Companion \$1.25	10	
TOTAL: 254	Prebooked			Other \$1.25	<b>10</b>	
	Reservation			OTHER METHODS OF PAYMENT:	Zİ.	

COMPARISON WITH CONVENTIONAL TRANSIT:

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

Yes

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE? every 2 or 3 years

longer same

Conventional Hours Fare Structure

0 1 1 0 1 1				ש	EMPLOYEES	
	Wheelchair	Ambulatory Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Number	Capacity	Capacity	Revenue	15,936 NUI	45,936 NUMBER OF EMPLOYEES:	
S-Wagon/Sedan			Total		Full Time	Part Time
Modified Vans			ANNUAL HOURS:	ŏ	Operators 1	
Small Buses 2	4	2 5	Revenue	8,008	Office	<b>~</b>
Purpose-Built			Total	8,008 Ma	Mainten.	-
Other				Æ	Admin.	2
TOTAL VEHICLES 2			CATED SEF	9	Volun.	
			AVAILABLE: no	<u>-</u>	- 4	4
	municipality/contract operator			Ē		
Maintenance: operator			NO. OF OPERALORS:	5		
				S .		
FLEET DISTRIBUTION:			PAYMENT METHOD:	8	Conventional CBRT & G	CBRT & GW Local 126
6-9 9-11	11-2 2-4	4-6 6-9 9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 2 2	1 . 2	-		MA	MAXIMUM WAGE RATES:	
Saturday 1	-	-			Specialized	Conventional
Sunday			PAYMENT VERIFICATION:	õ	Operators	\$16.74
Holidays				Ma	Maintenance	\$17.06
PERFORMANCE INDI	ICATORS					
FINANCIAL:		SERVICE:		SS	SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	12.6%	Registrants/Capita	0	0.0072 Tri	Trips/Hour	
Net Operating Cost/Capita	\$2.71	Revenue Vehicle Hours/Capita		0.2257 Kil	Kilometres/Hour	5.74
Municipal Net Cost/Capita	\$0.92	Trips/Capita		A	Average Kilometres/Trip	
Share of Net Cost		Trips by Non-Dedicated Service	Service	Tri	Inps/Registrant	
- Provincial	%99			5	Jnaccommodated Trip Requests	
- Municipal	34%	EFFECTIVENESS:		3	Cancellations	
(incl. donations)		Cost/Trip - Dedicated	ated	2	No-Shows	
		J-non -	Non-Dedicated			
EFFICIENCY (Dedicated Service Only):	nly):			N.	VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour	\$13.74	LABOUR PRODUCTIVITY:	Ξ.	Re	Revenue Hours/Vehicle	4,004
Cost/Kilometre	\$2.40	Hours/Operator		8,008 Kil	Kilometres/Vehicle	22,968

		SERVICE OPERATED BY:	non-profit organization	Lo	SERVICE STARTED IN:	December	1965	
Brantford		MUNICIPAL CONTACT:	W. Coulson		POPULATION SERVED:			85,000
Operation Lift			(519) 759-4150		SERVICE AREA (ha):			7,102
		OPERATIONS CONTACT:	Kevin Williams		ADVISORY COMMITTEE?		yes	
			(519) 756-2170		NUMBER OF MEMBERS:			17
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	accessible door		
Unable to Board	×		Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$518,743		Weekdays	0600 to 2330		
Other		Non-Dedicated	\$54,742		Saturday	0600 to 2330		
		TOTAL:	\$573,485	\$69,292	Sunday			
ELIGIBILITY COMMITTEE?	yes				Holidays			
MEMBERS?	4	NET OPERATING COST:		\$504,193	\$504,193 CALL-INS:	min 24 hour, max 30 days	30 days	
		Provincial Share		\$346,910	METHODS:			
		Municipal Share		\$33,386	Registration	manually		
ED?	yes	Donations		\$138,562	Reservations	manually		
I CARDS?	20				Scheduling	manually		
	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	16,000	3,000	FARE STRUCTURE:			
		- Ambulatory	24,252	5,962	Cash	h Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	2,422	214	Adult \$1.10	10 \$1.10		
Eligible - Wheelchair 498	43%	Other (not eligible)			Child \$1.10	10 \$1.10		******
- Ambulatory 576	20%	TOTAL:	40,252	8,962	Student \$1.10	10 \$1.10		
- Temporary 87	1%				Senior \$1.10	10 \$1.10		
Attendants/Companions		TRIP TYPES:			Attendant \$1.10	10 \$1.10		
Other (not eligible)		Subscription		19%	Companion \$1.10			
TOTAL: 1,161		Prebooked		22%	Other \$1.10	01.10		
		Reservation		50%	OTHER METHODS OF PAYMENT:	ENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		4%	contracts based on net cost			
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	9	COMPARISON WITH CONVENTIONAL TRANSIT:	NTIONAL TRANSIT:		
WED IF SPACE?	yes	CANCELLED TRIPS:		1,742	Conventional Hours	same		
VISITORS ELIGIBLE?	9	NO-SHOWS:		089	Fare Structure	different, 1.25		

							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Nu	Number	Capacity	Capacity	Age	Revenue	205,000	205,000 NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Total	212,484	Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators 5	2
Small Buses	7			9	Revenue	10,930	Office 3	
Purpose-Built					Total	11,730	Mainten.	
Other							Admin. 1	-
TOTAL VEHICLES	7				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? yes		TOTAL 9	თ
Ownership: nor	non-profit organiz	rganiz						
Maintenance: ope	operator				NO. OF OPERATORS:	-	UNIONS:	
							Specialized no	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11	11-2 2-4	6 6-9 9-	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 6	ഹ		-		meter rate		MAXIMUM WAGE RATES:	
Saturday 1	-	-	-	1			Specialized	Conventional
Sunday 1	-	-	<b>←</b>	+	PAYMENT VERIFICATION:		Operators \$10.62	
Holidays 1	-	-	-	-	spot checks		Maintenance	
PERFORMANCE INDICATORS	NDI	CATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		121%	Registrants/Capita	apita		0.0137	Trips/Hour	3.68
Net Operating Cost/Capita		\$5.93	Revenue Vet	Revenue Vehicle Hours/Capita	pita	0.1286	Kilometres/Hour	18.76
Municipal Net Cost/Capita		\$0.39	Trips/Capita			0.5790	Average Kilometres/Trip	5.09
Share of Net Cost			Trips by Non-	Trips by Non-Dedicated Service	rvice	18%	Trips/Registrant	42.39
- Provincial		%69					Unaccommodated Trip Requests	0.20%
- Municipal		31%	EFFECTIVENESS:	VESS:			Cancellations	3.54%
(incl. donations)			Cost/Trip	- Dedicated	12	\$12.89	No-Shows	1.28%
				- Non-Dedicated	icated	\$6.11		
EFFICIENCY (Dedicated Service Only):	vice Only	ä					VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour		\$47.46	LABOUR PR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	1,561
Cost/Kilometre		\$2.53	Hours/Operator	Ĭ		1,822	Kilometres/Vehicle	29,286
Maintenance Conficiomoto		\$0.10						

			(2)					
		SERVICE OPERATED BY: priv	private contractor		SERVICE STARTED IN:	August	1988	
Brockville		MUNICIPAL CONTACT: Tec	Ted Alian		POPULATION SERVED:			20,860
Para Transit		.9)	(613) 342-8772		SERVICE AREA (ha):			2,064
		OPERATIONS CONTACT:			ADVISORY COMMITTEE?		yes	
					NUMBER OF MEMBERS:			ω
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	ENUES:		TYPE:	door to door		
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$39,525		Weekdays	0700 to 1900		
Other		Non-Dedicated			Saturday	0700 to 1900		
		TOTAL:	\$99,525	\$9,933	Sunday			
ELIGIBILITY COMMITTEE?	yes				Holidays			
MEMBERS?	4	NET OPERATING COST:		\$39,592	CALL-INS:	min 24 hours, no max	пах	
		Provincial Share		\$51,793	METHODS:			
		Municipal Share		\$37,799	Registration	manually		
REGISTRATION REQUIRED?	yes	Donations		\$3,600	Reservations	manually		
REGISTRATION CARDS?	0				Scheduling	manually		
WAITING LIST?	9	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	3,471		FARE STRUCTURE:			
		- Ambulatory	2,796		Cash	Tickets/Cards	Monthly Pass	y Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	1,091		Adult \$1.35	ž5		
Eligible - Wheelchair 13	136 59%	Other (not eligible)			Child \$1.35	15		
	94 41%	TOTAL:	6,267		Student \$1.35	55		
- Temporary	2 1%				Senior \$1.35	22		
Attendants/Companions		TRIP TYPES:			Attendant			
Other (not eligible)		Subscription		1%	Companion			
TOTAL: 28	232	Prebooked		%0	Other			
		Reservation		85%	82% OTHER METHODS OF PAYMENT:	ENT:		
HOW OFTEN IS REG. LIST SCREENED?	0.	Demand-Response		17%				
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	QUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:		
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		521	Conventional Hours	same		
VISITORS ELIGIBLE?	yes	NO-SHOWS:		46	Fare Structure	same		

Name   Pack	VEHICLES					EMPLOYEES		
1   5   7   Revenue   26,204   NUMBER OF EMPLOYEES:   1   1   1   1   1   1   1   1   1		Wheelchair		ANNUAL KILOMETRES:				-
1   5   7   Revenue Verice Parvice   26.204   Convertione   26.204   Convertione   2.019   Convertione   1   1   1   1   1   1   1   1   1				Revenue		NUMBER OF EMPLOYER		
1	S-Wagon/Sedan			Total	26,204		Part Ti	ale la
1   5   7   Revenue   2,019   Office   1	Modified Vans			ANNUAL HOURS:		Operators 1		<b>Y-</b>
Total	Small Buses	ιΩ	7	Revenue	2,019	Office 1		
1	Purpose-Built			Total		Mainten.		***
1	Other					Admin.		-
AVAILABLE?   TOTAL   2   3	TOTAL VEHICLES			IS NON-DEDICATED SERVICE		Volun.		
11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, hourly, per km etc.)   PAYMENT WETHOD:   Conventional CUPE Local 115								m
11-2   2-4   4-6   6-9   9-12   12+   (ie. flatrate, hourly, per km etc.)   PAYMENT METHOD:   Specialized   Conventional CUPE Local 115     1		cted operator						
11-2   14-6   6-9   9-12   12+ (ie. flat rate, hourly, per km etc.)		'n		NO. OF OPERATORS:		UNIONS:		
11-2   2-4   4-6   6-9   9-12   12+ (ie. flat rate, hourly, per km etc.)						Specialized		
11-2   2-4   4-6   6-9   9-12   12+ (ie. flat rate, hourly, per km etc.)   MAXIMUM WAGE RATES:   1   1   1   1   1   1   1   1   1	FLEET DISTRIBUTION:			PAYMENT METHOD:		74	UPE Local 115	
1	တု	11-2	6-9 9-12	(ie. flat rate, hourly, per km etc.)				
1	-	-	-			MAXIMUM WAGE RATE	ió	
N D I C A T O R S   SERVICE:  10.0%   Registrants/Capita   S.1.004   S.1.0	Saturday	*	<b>4</b>			Spe		conventional
N D I C A T O R S   SERVICE:  10.0%   Registrants/Capita   0.0111   Trips/Hour   1.0.0%   Revenue Vehicle Hours/Capita   0.0968   Kilometres/Hour   0.3004   Average Kilometres/Trip   Trips by Non-Dedicated Service   0.3004   Average Kilometres/Trip   Trips Service   0.3004   Average Kilometres/Vehicle   0.3004   0	Sunday			PAYMENT VERIFICATION:				\$13.58
N D   C A T O R S   SERVICE:   10.0%   Registrants/Capita   0.00111   Trips/Hour   0.0968   Kilometres/Hour   0.0968   Kilometres/Hour   0.0968   Kilometres/Hour   0.0004   Average Kilometr	Holidays					8	\$16.38	\$17.87
10.0%         Registrants/Capita         0.0111         Trips/Hour           \$1.90         Revenue Vehicle Hours/Capita         0.0968         Kilometres/Hour           \$1.81         Trips Capita         0.3004         Average Kilometres/Hour           75%         FFFECTIVENESS:         Cost/Trip         Dedicated Service           25%         FFFECTIVENESS:         Cancellations           25%         Cost/Trip         - Dedicated           - Non-Dedicated         \$15.88         No-Shows           - LABOUR PRODUCTIVITY:         Revenue Hours/Vehicle         XEHICLE UTILIZATION (Dedicated Service Only Revenue Hours/Vehicle           \$3.380         Hours/Operator         1,346         Kilometres/Vehicle         Xilometres/Vehicle	PERFORMANCE IN	DICATORS						
10.0%         Registrants/Capita         0.0111         Trips/Hour           \$1.90         Revenue Vehicle Hours/Capita         0.0968         Kilometres/Hour           \$1.81         Trips/Capita         0.3004         Average Kilometres/Hour           75%         Trips by Non-Dedicated Service         Trips/Registrant           75%         EFFECTIVENESS:         Cancellations           25%         EFFECTIVENESS:         Cancellations           Cost/Trip         - Dedicated         \$15.88         No-Shows           - Non-Dedicated         VEHICLE UTILIZATION (Dedicated Service Only Revenue Hours/Vehicle         XEHICLE UTILIZATION (Dedicated Service Only Revenue Hours/Vehicle         XEHICLE UTILIZATION (Dedicated Service Only Revenue Hours/Vehicle           \$3.80         Hours/Operator         1,346         Kilometres/Vehicle         Xehicle Only Revenue Hours/Vehicle	FINANCIAL:		SERVICE:			SERVICE UTILIZATION		
\$1.90 Revenue Vehicle Hours/Capita 0.0968 Kilometres/Hour 0.3004 Average Kilometres/Fip Trips/Capita Trips by Non-Dedicated Service Only):  \$1.81 Trips/Capita Trips Packagistrant Trips/Registrant Unaccommodated Trip Requests Cast/Trip - Dedicated - Non-Dedicated Service Only):  \$4.9.29 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle \$3.80 Hours/Operator 16	R/C = Op. Revenue/Op. Cost	10.0%	Registrants/Capita		0.0111	Trips/Hour		3.10
\$1.81 Trips/Capita Trips by Non-Dedicated Service Trips/Registrant Trips/Registrant Unaccommodated Trip Requests 25% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - No	Net Operating Cost/Capita	\$1.90	Revenue Vehicle Hours/Ca	pita	0.0968	Kilometres/Hour		12.98
Trips by Non-Dedicated Service Trips/Registrant Unaccommodated Trip Requests 25% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-De	Municipal Net Cost/Capita	\$1.81	Trips/Capita		0.3004	Average Kilometres/Trip		4.18
75% EFFECTIVENESS: Cancellations Cancellations Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated Cancellations	Share of Net Cost		Trips by Non-Dedicated Se	rvice		Trips/Registrant		27.01
25% EFFECTIVENESS:  Cost/Trip - Dedicated - Non-Dedicated Service Only:  \$49.29	- Provincial	75%				Unaccommodated Trip F	Requests	
Cost/Trip - Dedicated \$15.88 No-Shows - Non-Dedicated - Non-Dedicated - Non-Dedicated Service Onl \$49.29 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle (1,346 Kilometres/Vehicle	- Municipal	55%	EFFECTIVENESS:			Cancellations		8.31%
- Non-Dedicated  - Non-Dedicated Service Only):  \$49.29	(incl. donations)				\$15.88	No-Shows		0.73%
vice Only): \$49.29 LABOUR PRODUCTIVITY: \$3.80 Hours/Operator 1,346 Kilometres/Vehicle 15			- Non-Ded	icated				
\$49.29 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle	EFFICIENCY (Dedicated Service	: Only):				VEHICLE UTILIZATION	(Dedicated Service	e Only):
\$3.80 Hours/Operator 1,346 Kilometres/Vehicle	Cost/Hour	\$49.29	LABOUR PRODUCTIVITY			Revenue Hours/Vehicle	٠	2,019
	Cost/Kilometre	\$3.80	Hours/Operator		1,346	Kilometres/Vehicle		26,204
16	Maintenance Cost/Kilometre							
				16				

	SERVICE OPERATED BY:	SERVICE STARTED IN:	
Burk's Falls	MUNICIPAL CONTACT:	POPULATION SERVED:	
Para-Bus		SERVICE AREA (ha):	
No Data Received	OPERATIONS CONTACT:	ADVISORY COMMITTEE?	
		NUMBER OF MEMBERS:	
REGISTRANTS	FINANCIAL	SERVICE	
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	TYPE:	
Unable to Board	Oper. Cost	Revenue HOURS OF SERVICE:	
Unable to Use	Dedicated	Weekdays	
Other	Non-Dedicated	Saturday	
	TOTAL:	Sunday	
ELIGIBILITY COMMITTEE?		Holidays	
MEMBERS?	NET OPERATING COST:	CALL-INS:	
	Provincial Share	METHODS:	
	Municipal Share	Registration	
REGISTRATION REQUIRED?	Donations	Reservations	
REGISTRATION CARDS?		Scheduling	
WAITING LIST?	ANNUAL ONE-WAY TRIPS: Dedicated	Non-Ded. Dispatching	
WAITING ON LIST?	Eligible - Wheelchair	FARE STRUCTURE:	
	- Ambulatory	Cash Tickets/Cards	Is Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	Adult	
Eligible - Wheelchair	Other (not eligible)	Child	
- Ambulatory	TOTAL:	Student	
- Temporary		Senior	
Attendants/Companions	TRIP TYPES:	Attendant	
Other (not eligible)	Subscription	Companion	
TOTAL:	Prebooked	Other	
	Reservation	OTHER METHODS OF PAYMENT:	
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		
	UNACCOMMODATED TRIP REQUESTS:	COMPARISON WITH CONVENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	CANCELLED TRIPS:	Conventional Hours	
VIOLIUMO ELIGIDLE:	NO-DIOMO.	בשע סתתכוחות	The state of the s

VEHICLES					EMPLOYEES	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:		
VEHICLE TYPES: Number S-Wacon/Sedan	Capacity	Capacity	Age	Revenue Total	NUMBER OF EMPLOYEES: Full Time	j <u>ä</u>
Modified Vans				ANNUAL HOURS:	Operators	
Small Buses				Revenue	Office	
Purpose-Built Other				Total	Mainten. Admin.	
TOTAL VEHICLES				IS NON-DEDICATED SERVICE AVAILABLE?	Volun. TOTAL	
Ownership:						
Maintenance:				NO. OF OPERATORS:	UNIONS:	
					Specialized	
				PAYMENT METHOD:	Conventional	
6-9 9-11	11-2 2-4	9 9 9	9-12	(ie. flat rate, hourly, per km etc.)	MANNE IN MACE DATES.	
Peak Day					ialized	Conventional
Salaras				DAVAGNT VERIEICATION:	Operators	
Holidays		1			Maintenance	
PERFORMANCE INDICATORS	SATORS					
FINANCIAL:		SERVICE:			SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		Registrants/Capita	Sapita		Trips/Hour	
Net Operating Cost/Capita		Revenue Vet	Revenue Vehicle Hours/Capita	pita	Kilometres/Hour	
Municipal Net Cost/Capita		Trips/Capita			Average Kilometres/Trip	
Share of Net Cost		Trips by Non	Trips by Non-Dedicated Service	rvice	Trips/Registrant	
- Provincial					Unaccommodated Trip Requests	
- Municipal		EFFECTIVENESS:	NESS:		Cancellations	
(incl. donations)		Cost/Trip	- Dedicated		No-Shows	
			- Non-Dedicated	cated		
EFFICIENCY (Dedicated Service Only):	::				VEHICLE UTILIZATION (Dedicated Service Only):	ice Only):
Cost/Hour		LABOUR PR	LABOUR PRODUCTIVITY:		Revenue Hours/Vehicle	
Cost/Kilometre		Hours/Operator	itor		Kilometres/Vehicle	
Maintenance Cost/Kilometre						

		61				
	SERVICE OPERATED BY: m	municipality		SERVICE STARTED IN:	1973	<u>ي</u>
Burlington	MUNICIPAL CONTACT: D	Don Hammond		POPULATION SERVED:		130,000
Handi-Van	6)	(905) 335-7797		SERVICE AREA (ha):		18,389
	OPERATIONS CONTACT: D	Don Hammond		ADVISORY COMMITTEE?	yes	40
	3)	(905) 335-7797		NUMBER OF MEMBERS:		9
REGISTRANTS	FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	VENUES:	•	TYPE:	accessible door	
Unable to Board X		Oper. Cost	Revenue	HOURS OF SERVICE:		
Unable to Use	Dedicated	\$536,814		Weekdays	0700 to 2300	
Other	Non-Dedicated	\$13,443		Saturday	0900 to 2300	
	TOTAL:	\$550,257	\$81,871	Sunday	0900 to 1700	
ELIGIBILITY COMMITTEE? yes				Holidays	0900 to 1700	
MEMBERS? 6	NET OPERATING COST:		\$468,386	CALL-INS:	min 48 hours	
	Provincial Share		\$246,040	METHODS:		
	Municipal Share		\$222,346	Registration	computer assisted	
REGISTRATION REQUIRED? yes	Donations			Reservations	computer assisted	
REGISTRATION CARDS? no				Scheduling	computer assisted	
WAITING LIST?	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	
WAITING ON LIST?	Eligible - Wheelchair	16,959	069	FARE STRUCTURE:		
	- Ambulatory	12,576	758	Cash	힘	Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	1,243		Adult \$1.50	•	
Eligible - Wheelchair 630 53%	Other (not eligible)			Child \$1.50	•	
- Ambulatory 520 44%		29,535	1,448	Student \$1.50	•	
- Temporary 33 3%				Senior \$1.50	•	
Attendants/Companions	TRIP TYPES:		-	Attendant \$1.50	•	
Other (not eligible)	Subscription		34%	Companion \$1.50	-	
TOTAL: 1,183	Prebooked		44%	Other \$1.50	10/\$15.00	
	Reservation		19%	OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		3%			
annually	UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	20	70 COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE? yes	CANCELLED TRIPS:		3,055	Conventional Hours	same	
VISITORS ELIGIBLE?	NO-SHOWS:		350	Fare Structure	same	
					< <	School porting

VEHICLES						EMPLOYEES	S	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
Number	Capacity	Capacity	Age	Revenue	164,000	164,000 NUMBER OF EMPLOYEES:		į
				Total	228,000	副	Full Time	Part Time
				ANNUAL HOURS:		Operators	ເດ	4
				Revenue	9,415	Office	•	<del>-</del>
7	9	9	4.25	Total	10,832	Mainten.	<b>4</b>	
						Admin.	<b>4</b>	
TOTAL VEHICLES 7				IS NON-DEDICATED SERVICE AVAILABLE?		Volun. TOTAL	co	5
municipality	<u> </u>							
municipality	ig.			NO. OF OPERATORS:	-	UNIONS:	L	
						Specialized	CUPE 2723	
FLEET DISTRIBUTION:				PAYMENI METHOD:		Convenional	COLECIES	
6-9 9-11	11-2	4-6	9-12	(ie. flat rate, hourly, per km etc.)				
5	5 5	-	-	meter rate		MAXIMUM WAGE RATES:	E RATES:	
+	1.5 1.5	-					Specialized	Conventional
-	-	-		PAYMENT VERIFICATION:		Operators	\$16.13	\$16.13
				manually		Maintenance	\$18.97	\$18.97
NCE IND	PERFORMANCE INDICATORS							
		SERVICE:				SERVICE UTILIZATION:	ZATION:	
R/C = Op. Revenue/Op. Cost	14.9%	Registrants/Capita	Capita		0.0091	Trips/Hour		3.14
Net Operating Cost/Capita	\$3.60	Revenue Ve	Revenue Vehicle Hours/Capita	upita	0.0724	Kilometres/Hour		17.42
Municipal Net Cost/Capita	\$1.71	<b>Trips/Capita</b>	rd		0.2383	Average Kilometres/Trip	res/Trip	5.55
		Trips by No	Trips by Non-Dedicated Service	avice	2%	Trips/Registrant		26.19
	23%					Unaccommodate	Unaccommodated Trip Requests	0.23%
	47%	EFFECTIVENESS:	ENESS:			Cancellations		%98.6
(incl. donations)		Cost/Trip	- Dedicated	ס	\$18.18	No-Shows		1.13%
			- Non-Dedicated	icated	\$9.28			
EFFICIENCY (Dedicated Service Only):	nly):					VEHICLE UTILIZ	VEHICLE UTILIZATION (Dedicated Service Only):	ervice Only):
	\$57.02	LABOUR P	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	Vehicle	1,345
	\$3.27	Hours/Operator	ator		1,345	Kilometres/Vehicle	9,	23,429

		7					
	SERVICE OPERATED BY: municipality	municipality	SERVICE STARTED IN:	March	1976		
Cambridge	MUNICIPAL CONTACT:	Rick Schram	POPULATION SERVED:			92,000	
Cambridge Transit		(519) 623-1340	SERVICE AREA (ha):			9,000	
	OPERATIONS CONTACT: Mr. Greg Seguin	Mr. Greg Seguin	ADVISORY COMMITTEE?		2		
		(519) 740-4633	NUMBER OF MEMBERS:				
REGISTRANTS	FINANCIAL		SERVICE				
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:	TYPE:	door to door			

		17			
	SERVICE OPERATED BY: municipality	municipality		SERVICE STARTED IN:	March 19
	MUNICIPAL CONTACT:	Rick Schram		POPULATION SERVED:	
		(519) 623-1340		SERVICE AREA (ha):	
	OPERATIONS CONTACT:	Mr. Greg Seguin		ADVISORY COMMITTEE?	01
		(519) 740-4633		NUMBER OF MEMBERS:	
	FINANCIAL			SERVICE	
	OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door
		Oper. Cost	Revenue	HOURS OF SERVICE:	
×	Dedicated	\$140,232		Weekdays	0800 to 2300
	Non-Dedicated	\$187,120		Saturday	1200 to 1700
	TOTAL:	\$327,352	\$44,822	Sunday	
OL				Holidays	
	NET OPERATING COST:		\$282,530	\$282,530 CALL-INS:	min 24 hours, max 3
	Provincial Share		\$211,898	\$211,898   METHODS:	
	Municipal Share		\$70,632	Registration	computer assisted

6101,150		Carried day	
\$327,352	\$44,822	Sunday	
		Holidays	
	\$282,530	\$282,530 CALL-INS:	min
	\$211,898	\$211,898   METHODS:	
	\$70,632	Registration	dwoo
		Reservations	бшоо
		Scheduling	dwoo
Dedicated	Non-Ded.	Dispatching	manı
2,154	6,302	6,302 FARE STRUCTURE:	
5,792	22,202		Cash
150	354	Adult	\$1.50

ANNUAL ONE-WAY TRIPS:

2

Donations

968 968

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

ELIGIBILITY COMMITTEE? eligibility determined by staff

MEMBERS?

Unable to Board

Unable to Use

Other

Attendants/Companions - Ambulatory Eligible - Wheelchair

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Other (not eligible)

TOTAL:

84%

,007

- Ambulatory - Temporary

outer assisted outer assisted

30 days

Tickets/Cards Monthly Pass

\$1.10 \$1.10 \$1.10

Child Senior

Student Attendant

28,504

7,946

COMPARISON WITH CONVENTIONAL TRANSIT:

85% OTHER METHODS OF PAYMENT:

Companion Other \$3.00 trips to Kitchener Conventional Hours different, \$1.30

Fare Structure

1,442

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

Yes yes

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

Subscription Reservation

Prebooked

1,203

TRIP TYPES:

Attendants/Companions

Other (not eligible)

TOTAL:

VEHICLES						_	EMPLOYEES	шS	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue		NUMBER OF EMPLOYEES:		
S-Wagon/Sedan					Total	72,878	괴	Full Time Par	Part Time
Modified Vans					ANNUAL HOURS:		Operators	2	
Small Buses	က	5	2	4	Revenue	3,637	Office	-	<del>-</del>
Purpose-Built					Total	3,968	Mainten.		
Other							Admin.		
TOTAL VEHICLES	ო				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? yes		TOTAL	9	-
Ownership:	municipality								
Maintenance:	municipality				NO. OF OPERATORS:	45	UNIONS:		
							Specialized	ATU Local 1608	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	ATU Local 1608	
6-9	9-11	11-2 2-4	4-6	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day	2				flat rate per trip	_	MAXIMUM WAGE RATES:	E RATES:	
Saturday								Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$15.00	\$15.00
Holidays					checked internally		Maintenance	\$16.92	\$16.92
PERFORMANCE IND		ICATORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	ZATION:	
R/C = Op.Revenue/Op.Cost	St.	13.7%	Registrants/Capita	(Capita		0.0131	Trips/Hour		2.18
Net Operating Cost/Capita		\$3.07	Revenue V	Revenue Vehicle Hours/Capita	apita	0.0395	Kilometres/Hour		18.75
Municipal Net Cost/Capita		\$0.77	Trips/Capita	ø		0.3962	Average Kilometres/Trip	tres/Trip	8.58
Share of Net Cost			Trips by NK	Trips by Non-Dedicated Service	arvice	78%	Trips/Registrant		30.30
- Provincial		75%					Unaccommodate	Jnaccommodated Trip Requests	
- Municipal		25%	EFFECTIVENESS:	ENESS:			Cancellations		3.96%
(incl. donations)			Cost/Trip	- Dedicated	7	\$17.65	No-Shows		0.03%
Property Action	S. H. C. C. L. L.			- INCI-Dedicated	iraiea	00.00		C Protection () INCITATE	nino Onho.
EFFICIENCY (Dedicated Service Only).	Service Crily)		0.004	ATO TO TO	3		VERICLE OF ILL	VEHICLE OF ILIZATION (Dedicated Service Oriny).	MCC Cuity).
COSTINEDIT		\$38.50	ABOUR	LABOUR PRODUCTIVITY			Hevenue Hours/Venide	venide	212,1
Cost/Kilometre		\$2.06	Hours/Operator	rator		1,819	Kilometres/Vehicle	90	22,726
Maintenance Coet/Kilometre	5	2006							

	SERVICE OPERATED BY:	non-profit organization		SERVICE STARTED IN:	October	1992
Campbellford	MUNICIPAL CONTACT:	Karen Tumbuli		POPULATION SERVED:		10,643
Venture Van		(705) 653-1900		SERVICE AREA (ha):		
	OPERATIONS CONTACT:			ADVISORY COMMITTEE?	yes	SΩ
				NUMBER OF MEMBERS:		o
REGISTRANTS	FINANCIAL		0,	SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
Unable to Board		Oper. Cost	venue	Revenue HOURS OF SERVICE:		
Unable to Use	Dedicated	\$41,381		Weekdays	0800 to 1800	
Other	Non-Dedicated			Saturday	0900 to 2100	
	TOTAL:	\$41,381	\$8,791	Sunday	1000 to 2100	
ELIGIBILITY COMMITTEE? yes				Holidays	0800 to 1800	
MEMBERS?	NET OPERATING COST:	Ġ	32,590 (	\$32,590 CALL-INS:	min 24 hours, max 7 days	days
	Provincial Share	Ġ	\$15,758	METHODS:		
	Municipal Share		\$7,597	Registration	manually	
REGISTRATION REQUIRED? yes	Donations		\$8,060	Reservations	manually	
REGISTRATION CARDS? yes				Scheduling	manually	
WAITING LIST? no	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?	Eligible - Wheelchair		-	FARE STRUCTURE:		
	- Ambulatory			Ca	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:	Aftendants/Companions			Adult \$2	\$2.00	
Eligible - Wheelchair	Other (not eligible)			Child \$2	\$2.00	
- Ambulatory	TOTAL:	3,764		Student \$2	\$2.00	
- Temporary				Senior \$2	\$2.00	
Attendants/Companions	TRIP TYPES:			Attendant		
Other (not eligible)	Subscription			Companion		
TOTAL: 208	Prebooked			Other		
	Reservation		0	OTHER METHODS OF PAYMENT:	(ENT:	
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response					
annually	UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
WED IF SPACE?	CANCELLED TRIPS:			Conventional Hours	No Conv. Service	
VISITORS ELIGIBLE? no	NO-SHOWS:			Fare Structure	No Conv. Service	

		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	73,238	73,238 NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Total	75,238	Full Time	Part Time
Modified Vans	-		-	N	ANNUAL HOURS:		Operators 1	Ψ-
Small Buses					Revenue	1,885	Office	
Purpose-Built					Total	1,885	Mainten.	
Other							Admin.	
TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL 1	1
Ownership:	municipality/Non-profit	Non-profit						
Maintenance:	non-profit organization	ganization			NO. OF OPERATORS:		UNIONS:	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11	11-2 2-4	6-9 9-8	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day	-		-		flat rate per trip		MAXIMUM WAGE RATES:	
Saturday	-	-	-	4			Specialized	Conventional
Sunday 1	-	-	-	-	PAYMENT VERIFICATION:		Operators \$10.00	
Holidays 1	-	1 1	1				Maintenance	
PERFORMANCE IND		ICATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	St	21.2%	Registrants/Capita	Sapita		0.0195	Trips/Hour	2.00
Net Operating Cost/Capita	ped .	\$3.06	Revenue Ve	Revenue Vehicle Hours/Capita	pita	0.1771	Kilometres/Hour	38.85
Municipal Net Cost/Capita		\$0.71	Trips/Capita			0.3537	Average Kilometres/Trip	19.46
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	rvice		Trips/Registrant	18.10
- Provincial		20%					Unaccommodated Trip Requests	
- Municipal		20%	EFFECTIVENESS:	NESS:			Cancellations	
(incl. donations)			Cost/Trip	- Dedicated		\$10.39	No-Shows	
				- Non-Dedicated	cated			
EFFICIENCY (Dedicated Service Only):	Service Only)						VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour		\$21.95	LABOUR PR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	
Cost/Kilometre		\$0.57	Hours/Operator	ttor		1,257	Kilometres/Vehicle	
		-						

		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	December	1991	
Capreol		MUNICIPAL CONTACT:	E. Berube		POPULATION SERVED:			7,000
Handi-Transit			(705) 858-1212		SERVICE AREA (ha):		n/a	
		OPERATIONS CONTACT:	Joan Sorel		ADVISORY COMMITTEE?	6:	yes	
			(705) 858-1320		NUMBER OF MEMBERS:			6
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door		
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$44,818		Weekdays	0700 to 1630		
Other		Non-Dedicated			Saturday			
		TOTAL:	\$44,818	\$5,668	Sunday			
ELIGIBILITY COMMITTEE?	yes				Holidays			
MEMBERS?	en	NET OPERATING COST:		\$39,170	CALL-INS:	min 12-24 hours, no max	s, no max	
administrative staff		Provincial Share		\$19,585	METHODS:			
		Municipal Share		\$19,585	Registration	manually		
REGISTRATION REQUIRED?	yes	Donations		\$5,270	Reservations	computer assisted	ted	
REGISTRATION CARDS?	20				Scheduling	computer assisted	ted	
WAITING LIST?	92	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	pet	
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:			
		- Ambulatory			O	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult \$	\$3.50		
Eligible - Wheelchair	7 15%	Other (not eligible)			Chiid	\$3.50		
- Ambulatory	40 85%	TOTAL:	1,360		Student	\$3.50		
- Temporary					Senior	\$3.50		
Attendants/Companions		TRIP TYPES:			Attendant \$:	\$3.50		
Other (not eligible)		Subscription		20%	Companion	\$3.50		
TOTAL:	47	Prebooked			Other			
		Reservation		80%	OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?	٥.	Demand-Response			\$1.00 within Capreol			
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	PENTIONAL TRANS	Ë	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	shorter		
VISITORS ELIGIBLE?	Ves	NO-SHOWS:			Fare Structure	same		

WHEN VEHICLE TYPES: Number Ca S-Wagon/Sedan Modified Vans 1 Small Buses Purpose-Built Other TOTAL VEHICLES 1	Wheelchair		Average	CLOSE CONTROL OF THE			
an 1 LES 1	apacity	Ambuiatory		ANNUAL KILOME I KES:			
pon/Sedan ed Vans Buses se-Built VEHICLES		Capacity	Age	Revenue		NUMBER OF EMPLOYEES:	
Buses Buses se-Built VEHICLES				Total		Full Time	Part Time
Buses se-Built VEHICLES	ເດ	4	ო	ANNUAL HOURS:		Operators	-
se-Built				Revenue	2,008	Office	-
VEHICLES				Total	2,008	Mainten.	-
ICLES						Admin.	***
				IS NON-DEDICATED SERVICE		Volun.	
				AVAILABLE? no		TOTAL	4
Maintenance: contracted out				NO. OF OPERATORS:		UNIONS:	
						Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
6-9 9-11 11-2	24	4-6 6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)			
					Ī	MAXIMUM WAGE RATES:	
Saturday						Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operators	
Holidays						Maintenance	
PERFORMANCE INDICATORS	SHC						
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	126%	Registrants/Capita	缸		0.0067	Trips/Hour	0.68
Net Operating Cost/Capita	\$5.60	Revenue Vehicle Hours/Capita	Hours/Cat	vita	0.2869	Kilometres/Hour	
Municipal Net Cost/Capita	\$2.80	Trips/Capita			0.1943	Average Kilometres/Trip	
Share of Net Cost		Trips by Non-Dedicated Service	dicated Ser	vice		Trips/Registrant	28.94
- Provincial	20%					Unaccommodated Trip Requests	
- Municipal	20%	EFFECTIVENESS:	i,			Cancellations	
(incl. donations)		Cost/Trip -	- Dedicated		\$32.95	No-Shows	
		•	- Non-Dedicated	zated			
EFFICIENCY (Dedicated Service Only):						VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
	\$22.32	LABOUR PRODUCTIVITY:	UCTIVITY:			Revenue Hours/Vehicle	2,008
Cost/Kilometre		Hours/Operator			4,016	Kilometres/Vehicle	
Maintenance Cost/Kilometre							

	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE	TYPE:
27	SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:		FINANCIAL	OPERATING COSTS AND REVENUES:

7	TYPE:	Revenue HOURS OF SERVICE:	Weekdays	Saturday	Sunday	Holidays	CALL-INS:	METHODS:	Registration .
		Revenue							
	NUES:	Oper. Cost							

Non-Dedicated

ELIGIBILITY COMMITTEE?

MEMBERS?

Dedicated

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

REGISTRANTS

S.	₩ W	FA
		Non-Ded.
		Dedicated
Non-Dedicated TOTAL:	Provincial Share Municipal Share Donations	ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

Reservations Dispatching Scheduling

Eligible - Wheelchair	FARE STRUCTURE:
- Ambulatory Attendants/Companions	Adult
Other (not eligible)	Child
TOTAL:	Student
	Senior

Tickets/Cards Monthly Pass

Cash

4 - 4 - 4	Sindeni	Senior	Attendant	Companion	Other	OTHER METHODS OF PAYMENT:
						OTHE

COMPARISON WITH CONVENTIONAL TRANSIT:

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

Subscription Reservation

TRIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

TOTAL:

- Ambulatory - Temporary

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Conventional Hours

Fare Structure

VEHICLES			EMPLOYEES
Wheelchair	Ambulatory	age ANNUAL KILOMETRES:	
VEHICLE TYPES: Number Capacity	Capacity	Age Revenue	ES:
S-Wagon/Sedan		Total	Full Time Part Time
Modified Vans		ANNUAL HOURS:	Operators
Small Buses		Revenue	Office
Purpose-Built		Total	Mainten.
Other		1	Admin.
TOTAL VEHICLES		IS NON-DEDICATED SERVICE AVAILABLE?	Volun. TOTAL
Ownership:			
Maintenance:		NO. OF OPERATORS:	UNIONS:
			Specialized
FLEET DISTRIBUTION:		PAYMENT METHOD:	Conventional
6-9 9-11 11-2 2-4	4-6 6-9 9-12 1	12+ (ie. flat rate, hourly, per km etc.)	
Peak Day			
Saturday			Specialized Conventional
Sunday		PAYMENT VERIFICATION:	Operators
Holidays			Maintenance
PERFORMANCE INDICATORS			
FINANCIAL:	SERVICE:		SERVICE UTILIZATION:
R/C = Op.Revenue/Op.Cost	Registrants/Capita		Trips/Hour
Net Operating Cost/Capita	Revenue Vehicle Hours/Capita	urs/Capita	Kilometres/Hour
Municipal Net Cost/Capita	Trips/Capita		Average Kilometres/Trip
Share of Net Cost	Trips by Non-Dedicated Service	ted Service	Trips/Registrant
- Provincial			Unaccommodated Trip Requests
- Municipal	EFFECTIVENESS:		Cancellations
(incl. donations)	Cost/Trip - De	- Dedicated	No-Shows
	oN -	- Non-Dedicated	
EFFICIENCY (Dedicated Service Only):			VEHICLE UTILIZATION (Dedicated Service Only):
Cost/Hour	LABOUR PRODUCTIVITY:	WITY:	Revenue Hours/Vehide
Cost/Kilometre	Hours/Operator		Kilometres/Vehicle
Maintenance Cost/Kilometre			

Chatham	MUNICIPAL CONTACT:	Blair Anderson	POPULATION SERVED:		43,000	
Handi-Bus		(519) 436-3278	SERVICE AREA (ha):		28	
	OPERATIONS CONTACT: Bruce Steen	Bruce Steen	ADVISORY COMMITTEE?	OL		
		(519) 352-7433	NUMBER OF MEMBERS:			
REGISTRANTS	FINANCIAL		SERVICE			
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:	TYPE:	curb to curb		

	1973			9			
	April						
	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE	
82	private contractor	Blair Anderson	(519) 436-3278	Bruce Steen	(519) 352-7433		
	SERVICE OPERATED BY: private contractor	MUNICIPAL CONTACT:		OPERATIONS CONTACT: Bruce Steen		FINANCIAL	
						TS	

S	۵	Ø	₹	Z	S M	7	HOU.	<b>×</b>	(S)		<u> </u>	CAL	MET	- B	8	S	۵
							Revenue			\$9,450		\$65,050	\$43,750	\$25,900	\$9,050		Non-Ded.
private contractor	Blair Anderson	(519) 436-3278	Bruce Steen	(519) 352-7433		REVENUES:	Oper. Cost	\$74,500		\$74,500							Dedicated
SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:		FINANCIAL	OPERATING COSTS AND REVENUES:		Dedicated	Non-Dedicated	TOTAL:		NET OPERATING COST:	Provincial Share	Municipal Share	Donations		ANNUAL ONE-WAY TRIPS:

Scheduling	Dispatching	FARE STRUCT		
	Non-Ded.			
	Dedicated	4,500	2,250	850
	TRIPS:	air	tory	unions

Eligible - Wheelch: - Ambulat Attendants/Compa Other (not eligible)

STURE

21				
Tickets/Cards				
Cash	\$1.40	\$1.40	\$1.40	£1 40
	Adult	Child	Student	Senior

6,750

fonthly Pass

min 24 hours, max 7 days

IRS OF SERVICE:

/eekdays

aturday unday Symple L-INS: computer assisted

manually manually manually

eservations egistration

HODS:

yes

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

2 2

2

ELIGIBILITY COMMITTEE? eligibility determined by staff

MEMBERS?

 $\times \times$ 

Unable to Board

Unable to Use

Other

Attendant	Attendant No charge	
Other		
DTHER METHODS OF PAYMENT	PAYMENT:	

COMPARISON WITH CONVENTIONAL TRANSIT:

80% 10%

different, \$1.25

shorter

Conventional Hours

10% 2% 1%

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes yes

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

annually

Subscription Reservation

200

TRIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

TOTAL:

- Ambulatory - Temporary

TOTAL:

64% 32% 4%

320 9

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Fare Structure

							EM TLO TEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
	Number	Capacity	Capacity	Age	Revenue		NUMBER OF EMPLOYEES:	1
y-wagan/sedan					000		ימו	Lar I
Modified Vans					ANINUAL HOURS:		Operations	<b>*</b>
Small Buses					Revenue	3,530	Office	<b>V</b>
Purpose-Built	-	rs.	ഹ	Ø	Total	3,530	Mainten.	•
Other							Admin.	2
TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL 1	C)
Ownership:	municipality							
Maintenance:	operator				NO. OF OPERATORS:		UNIONS:	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional UBWO	
6-9	9-11	11-2 2-4	6-9 9-8	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 1		-	-				MAXIMUM WAGE RATES:	
Saturday 1	-	-	-				Specialized	Conventional
Sunday	-	-			PAYMENT VERIFICATION:		Operations \$10.60	
Holidays							Maintenance \$15.24	4 \$15.24
PERFORMANCE INDI	INDIC	CATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	16	12.7%	Registrants/Capita	apita		0.0116	Trips/Hour	1.91
Net Operating Cost/Capita		\$1.51	Revenue Vel	Revenue Vehicle Hours/Capita	apita	0.0821	Kilometres/Hour	
Municipal Net Cost/Capita		\$0.60	<b>Trips/Capita</b>			0.1570	Average Kilometres/Trip	
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	rvice		Trips/Registrant	13.50
- Provincial		67%					Unaccommodated Trip Requests	th th
- Municipal		33%	EFFECTIVENESS:	VESS:			Cancellations	
(incl. donations)			Cost/Trip	- Dedicated	מי	\$11.04	No-Shows	
				- Non-Dedicated	icated			
EFFICIENCY (Dedicated Service Only):	ervice Only):						VEHICLE UTILIZATION (Dedicated Service Only):	ated Service Only):
Cost/Hour		\$21.10	LABOUR PR	LABOUR PRODUCTIVITY:	,		Revenue Hours/Vehicle	3,530
Cost/Kilometre			Hours/Operator	lor		2,353	Kilometres/Vehicle	

		SERVICE OPERATED BY:	non-profit organization	LIC	SERVICE STARTED IN:	October 1981	
Clarington		MUNICIPAL CONTACT:	Ron Baker		POPULATION SERVED:		51,000
Handi Transit Inc.			(905) 263-2291		SERVICE AREA (ha):		27,590
		OPERATIONS CONTACT:	Doug Manuel		ADVISORY COMMITTEE?	yes	
			(905) 571-1222		NUMBER OF MEMBERS:		17
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door to accessible door	essible door
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:		
Unable to Use		Dedicated	\$101,016		Weekdays	0730 to 1730	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$101,016	\$7,246	Sunday		
ELIGIBILITY COMMITTEE? no	9				Holidays		
MEMBERS?		NET OPERATING COST:		\$93,770	CALL-INS:	min 1 hours, max 5 days	)s
administrative staff		Provincial Share		\$46,219	METHODS:		
		Municipal Share		\$47,551	Registration	manually/computer-assisted	sisted
REGISTRATION REQUIRED?	20	Donations			Reservations	manually/computer-assisted	sisted
REGISTRATION CARDS?	5				Scheduling	manually	
WAITING LIST?	01	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	1,458		FARE STRUCTURE:		
		- Ambulatory	330		Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	156		Adult		
Eligible - Wheelchair		Other (not eligible)			Child		
- Ambulatory		TOTAL:	1,788		Student		
- Temporary					Senior		
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion		
TOTAL:		Prebooked		17%	Other		
		Reservation		23%	23% OTHER METHODS OF PAYMENT:	NT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			zone fares, monthly billings, agency contracts	agency contracts	
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	15	8	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE? y	yes	CANCELLED TRIPS:		80	Conventional Hours		
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure		

VEHICLE TYPES: S-Wagon/Sedan Modified Vans							
S		Wheelchair	Ambulatory	2E ANNUAL KILOMETRES:			
S-Wagon/Sedan Modified Vans	Number	Capacity	Capacity	Age Revenue	45,024	ES:	
Modified Vans					42,674	Full Time Part Time	
	2	ιΩ	2 5.5	5 ANNUAL HOURS:		Operators 1	
Small Buses				Revenue	1,889	Office 0.75	
Purpose-Built				Total	2,250	Mainten.	
Other						Admin. 0.25	
TOTAL VEHICLES	2			IS NON-DEDICATED SERVICE		Volun.	
				AVAILABLE? no		TOTAL 2	
Ownership: mu	municipality						
Maintenance:	contracted operator	erator		NO. OF OPERATORS:		UNIONS:	
						Specialized yes	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional Teamsters Local 938	
6-9	9-11 11	11-2 2-4	4-6 6-9 9-12 12+	+ (ie. flat rate, hourly, per km etc.)			
		1				MAXIMUM WAGE RATES:	
Saturday						Specialized Conventional	tiona
Sunday				PAYMENT VERIFICATION:		Operations \$12.21	
Holidays						Maintenance	
PERFORMANCE INDI		CATORS					
FINANCIAL:			SERVICE:			SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		7.2%	Registrants/Capita			Trips/Hour	0.95
Net Operating Cost/Capita		\$1.84	Revenue Vehicle Hours/Capita	s/Capita	0.0370	Kilometres/Hour	23.83
Municipal Net Cost/Capita		\$0.93	Trips/Capita		0.0351	Average Kilometres/Trip	25.18
Share of Net Cost			Trips by Non-Dedicated Service	d Service		Trips/Registrant	
- Provincial		20%				Unaccommodated Trip Requests 0.	0.84%
- Municipal		20%	EFFECTIVENESS:			Cancellations 4.	4.47%
(incl. donations)			Cost/Trip - Dedicated	cated	\$56.50	No-Shows	
			-Non-	- Non-Dedicated			
EFFICIENCY (Dedicated Service Only):	rvice Only):					VEHICLE UTILIZATION (Dedicated Service Only):	
Cost/Hour		\$53.48	LABOUR PRODUCTIVITY:	MTY:		Revenue Hours/Vehicle	945
Cost/Kilometre		\$2.24	Hours/Operator		1,889	Kilometres/Vehicle 22	22,512
Maintenance Cost/Kilometre		\$0.35					

	SERVICE OPERATED BY: non-profit organization	non-profit organization	SERVICE STARTED IN:	June	1984	
Cobourg	MUNICIPAL CONTACT:	Donna Lee	POPULATION SERVED:			24,441
Handi-Trans		(416) 372-4555	SERVICE AREA (ha):			27,667
	OPERATIONS CONTACT: Garth Haggerty	Garth Haggerty	ADVISORY COMMITTEE?		yes	
		(416) 372-3300	NUMBER OF MEMBERS:			10
REGISTRANTS	FINANCIAL		SERVICE			

	June					
	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE
33	non-profit organization	Donna Lee	(416) 372-4555	Garth Haggerty	(416) 372-3300	
	SERVICE OPERATED BY: non-profit organization	MUNICIPAL CONTACT:		OPERATIONS CONTACT: Garth Haggerty		FINANCIAL
						S

					(0)	<b> </b>	_		0 2		
ion							Revenue	\$30,220	\$37,270	\$27,610	Pion Dod
non-profit organization	Donna Lee	(416) 372-4555	Garth Haggerty	(416) 372-3300		AND REVENUES:	Oper. Cost \$67,490	\$67,490			To the second
BY: r		Ŭ	C.	Ú		AND RE			ST:		ibe.

×

LOCAL ELIGIBILITY CRITERION

Unable to Board

Unable to Use

Other

2

ELIGIBILITY COMMITTEE?

medical/health professional

**MEMBERS?** 

OPERATING COSTS AND REVENUES:	/ENUES:		TYPE:
	Oper. Cost	Revenue	HOURS OF
Dedicated	\$67,490		Weekda
Non-Dedicated			Saturda
TOTAL:	\$67,490	\$30,220	Sunday
			Holiday
NET OPERATING COST:		\$37,270	\$37,270 CALL-INS:
Provincial Share		\$27,952	METHODS
Municipal Share			Registra
Donations		\$27,610	Reserva
			Schedu
ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatcl
Eligible - Wheelchair	4,986		FARE STR
- Ambulatory	3,650		
Attendants/Companions	209		

min 24 hours, no max

0800 to 1700 door to door

- SERVICE:

computer assisted

manually manually manually

tions

UCTURE

Monthly Pass									
Tickets/Cards									rip-subscriptions
Cash	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50		PAYMENT:	acts, \$7.75/T
	Adult	Child	Student	Senior	Attendant	Companion	Other	37% OTHER METHODS OF PAYMENT:	School Board Contracts, \$7.75/Trip-subscriptions
						36%	26%	37%	1%

8,636

Other (not eligible)

%09 40%

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

TOTAL:

99 86

> - Ambulatory - Temporary

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

8 8 6

13 COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

471

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes 88

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

every 2 or 3 years

VISITORS ELIGIBLE?

Subscription Reservation

4

TRIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

TOTAL:

Fare Structure

different, \$.80

VEHICLES							EM PLOTEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	67,045	67,045 NUMBER OF EMPLOYEES: 67,045 Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators 1	က
Small Buses	2	ιΩ	4	2	Revenue	3,263	Office	
Purpose-Built					Total	3,263	Mainten.	
Other							Admin.	-
TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL 1	4
Ownership:	municipality							
Maintenance: n	non-profit organization	ganization			NO. OF OPERATORS:			
							Specialized no	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11	11-2 2-4	4-6 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 2	7						MAXIMUM WAGE RATES:	
Saturday							Specialized	San
Sunday					PAYMENT VERIFICATION:		Operators \$11.00	
Holidays							Maintenance	\$17.21
PERFORMANCE INDI	NDON	CATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	**	44.8%	Registrants/Capita	Capita		0.0067	Trips/Hour	2.65
Net Operating Cost/Capita		\$1.52	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.1335	Kilometres/Hour	20.55
Municipal Net Cost/Capita			Trips/Capita			0.3533	Average Kilometres/Trip	7.76
Share of Net Cost			Trips by Nor	Trips by Non-Dedicated Service	ervice		Trips/Registrant	52.66
- Provincial		75%					Unaccommodated Trip Requests	
- Municipal		25%	EFFECTIVENESS:	NESS:			Cancellations	5.45%
(incl. donations)			Cost/Trip	- Dedicated	78	\$7.81	No-Shows	0.59%
				- Non-Dedicated	dicated			
EFFICIENCY (Dedicated Service Only):	ervice Only)						VEHICLE UTILIZATION (Dedicated Service Only):	ated Service Only):
Cost/Hour		\$20.68	LABOUR PI	LABOUR PRODUCTIVITY:	S		Revenue Hours/Vehicle	1,632
Cost/Kilometre		\$1.01	Hours/Operator	ator		1,305	Kilometres/Vehicle	33,522

	35		
	SERVICE OPERATED BY:	SERVICES	SERVICE STARTED IN:
Cochrane	MUNICIPAL CONTACT:	POPULATIC	POPULATION SERVED:
No Data Received		SERVICE AREA (ha):	AREA (ha):
	OPERATIONS CONTACT:	ADVISORY	ADVISORY COMMITTEE?
		NUMBER O	NUMBER OF MEMBERS:
REGISTRANTS	FINANCIAL	SERVICE	ш
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	TYPE:	
Unable to Board	Oper. Cost	Revenue HOURS OF SERVICE:	ERVICE:
Unable to Use	Dedicated	Weekdays	
Other	Non-Dedicated	Saturday	
	TOTAL:	Sunday	
ELIGIBILITY COMMITTEE?		Holidays	
MEMBERS?	NET OPERATING COST:	CALL-INS:	
	Provincial Share	METHODS:	
	Municipal Share	Registration	_
REGISTRATION REQUIRED?	Donations	Reservations	SI
REGISTRATION CARDS?		Scheduling	
WAITING LIST?	ANNUAL ONE-WAY TRIPS: Dedicated	Non-Ded. Dispatching	
WAITING ON LIST?	Eligible - Wheelchair	FARE STRUCTURE:	
	- Ambulatory		Cash Tickets/Cards Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions		Adult
Eligible - Wheelchair	Other (not eligible)		Child
- Ambulatory	TOTAL:	S	Student
- Temporary			Senior
Attendants/Companions	TRIP TYPES:	Atte	Attendant
Other (not eligible)	Subscription	Com	Companion
TOTAL:	Prebooked		Other
	Reservation	OTHER METH	OTHER METHODS OF PAYMENT:
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		
	UNACCOMMODATED TRIP REQUESTS:	COMPARISON	COMPARISON WITH CONVENTIONAL TRANSIT:
COMPANIONS ALLOWED IF SPACE?	CANCELLED TRIPS:	Conventional Hours	nal Hours
VISITORS ELIGIBLE?	NO-SHOWS:	Fare Structure	lure

VEHICE TYPES:         Number         Capaziny Capaziny         Ambulatory Address         Annual HOURS:         NUMBER OF EMPLOYEES:         Part Time         Part Time           SWAGADIG Sedan         Capaziny Capaziny         Capaziny Capaziny         Capaziny Capaziny         Capaziny Capaziny         Capaziny Capaziny         Part Time         Part Tim	У П — О — Н П У					EMPLOYEES	
Number   Capacity   Age   Revenue   Number   Capacity   Age   Revenue   Total	) 	Wheelchair		Average	ANNUAL KILOMETRES:		
ANNUAL HOURS: Operators	ç			Age	Revenue		ΨI
Total   Admin.	Modified Vans				ANNUAL HOURS:	Operators	
Total   Mainten.	Small Buses				Revenue	Office	
SINON-DEDICATED SERVICE   Volun.	Purpose-Built				Total	Mainten. Admin.	
PAYMENT METHOD:   Specialized   PAYMENT METHOD:   Specialized   Conventional   Conventional   Specialized   Conventional   Specialized   Conventional   Co	TOTAL VEHICLES				IS NON-DEDICATED SERVICE AVAILABLE?	Volun. TOTAL	
PAYMENT METHOD:   Specialized   Conventional   Co	Ownership: Maintenance:				NO. OF OPERATORS:	UNIONS:	
PAYMENT VERIFICATION:  Maintenance  Payment Verifie Hours/Capita  Revenue Verifie Hours/Capita  Trips by Non-Dedicated Service  Cost/Trip - Dedicated  Service Only):  LABOUR PRODUCTIVITY:  Hours/Operator  Revenue Hours/Vehicle  Kilometres/Vehicle  No-Shows  VEHICLE UTILIZATION (Dedicated Service Hours/Vehicle Kilometres/Vehicle Kilometres/Vehicle Kilometres/Vehicle	FI FET DISTRIBUTION:				PAYMENT METHOD:	Specialized	
I C A T O R S  SERVICE: Registrants/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service Trips/Registrant Unaccommodated Trip Requests Cast/Trip - Dedicated - Non-Dedicated -	6-6	11-2	6-9		(ie. flat rate, hourly, per km etc.)		
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated Trips B	Peak Day					ialized	onventional
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated	Saturday				PAYMENT VERIFICATION:		
SERVICE: Registrants/Capita Revenue Venicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated	Holidays					Maintenance	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cast/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator	PERFORMANCE	INDICATORS					
Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator	FINANCIAL:		SERVICE:			SERVICE UTILIZATION:	
Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator	R/C = Op.Revenue/Op.Cost		Registrants/Cap	ţ		Trips/Hour	
Trips./Capita Trips by Non-Dedicated Service  EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator	Net Operating Cost/Capita		Revenue Vehicl	e Hours/Cap	oita	Kilometres/Hour	
Trips by Non-Dedicated Service  EFFECTIVENESS:  Cost/Trip - Dedicated  - Non-Dedicated dicated Service Only):  LABOUR PRODUCTIVITY:  Hours/Operator	Municipal Net Cost/Capita		Trips/Capita			Average Kilometres/1np	
EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	Share of Net Cost		Trips by Non-De	dicated Ser	vice	I nps/Hegistrant	
EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	- Provincial					Onaccommodated inp nequests	
Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	- Municipal		EFFECTIVENE	SS:		Cancellations	
- Non-Dedicated  LABOUR PRODUCTIVITY:  Hours/Operator	(incl. donations)		Cost/Trip	- Dedicated		No-Shows	
LABOUR PRODUCTIVITY: Hours/Operator				- Non-Dedic	cated		:
LABOUR PRODUCTIVITY: Hours/Operator	FFFICIENCY (Dedicated Se	rvice Only):				VEHICLE UTILIZATION (Dedicated Service	e Only):
Hours/Operator	Cost/Hour		LABOUR PROF	DUCTIVITY:		Revenue Hours/Vehide	
Maintanane Cast Mildmethe	Cost/Kilometre		Hours/Operator			Kilometres/Vehicle	
	Maintenance Cost/Kilometre						

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	June 15	1989
Collingwood		MUNICIPAL CONTACT:	Ken Astill		POPULATION SERVED:		12,200
A.C.T.S.			(705) 445-1292		SERVICE AREA (ha):		2,000
		OPERATIONS CONTACT:	Howard Hanson		ADVISORY COMMITTEE?		yes
			(705) 445-5812		NUMBER OF MEMBERS:		10
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:	_	TYPE:	accessible door	
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$72,948		Weekdays	0800 to 1700	
Other		Non-Dedicated			Saturday	0800 to 1700	
		TOTAL:	\$72,948	\$11,896	Sunday		
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$61,052	CALL-INS:	no min, no max	
eligibility determined by staff		Provincial Share		\$45,789	METHODS:		
		Municipal Share		\$15,263	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	: Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	7,138		FARE STRUCTURE:		
		- Ambulatory	4,758		Oi	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	80		Adult	\$1.00	
Eligible - Wheelchair	106 36%	% Other (not eligible)			Child	\$1.00	
- Ambulatory	190 64%	% TOTAL:	11,896		Student	\$1.00	
- Temporary	1 0%	%			Senior	\$1.00	
Attendants/Companions		TRIP TYPES:			Attendant	\$1.00	
Other (not eligible)		Subscription		18%	Companion	\$1.00	
TOTAL:	297	Prebooked		40%	Other	\$1.00	
		Reservation		37%	37% OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?	ED?	Demand-Response		2%			
annually		UNACCOMMODATED TRIP REQUESTS:	PREQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	VENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	longer	
VISITORS FI IGIBLE?	Ves	NO-SHOWS:			Fare Structure	same	

VEHICLE TYPES: Number S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other							
5	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:		CONTRACTOR OF COLUMN	
Modified Vans Small Buses Purpose-Built Other	Capacity	Capacity	Age	Revenue	30,070	30,070 NUMBER OF EMPLOTEES.	Part Time
Small Buses Purpose-Built Other	4	9	ည	ANNUAL HOURS:		Operators 1	
Purpose-Built				Revenue	2,404	Office	<del>, ,</del>
Other				Total	2,727	Mainten.	- 0
CL COLLEGE				IS NON-DEDICATED SERVICE		Volun.	
IOIAL VEHICLES				AVAILABLE? no		TOTAL 1	4
Ownership: municipality	pality						
Maintenance: operator	io			NO. OF OPERATORS:		Specialized no	
FI FET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
6-9 9-11	1 11-2 2-4	4-6 6-9 9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
	-					MAXIMUM WAGE RATES:	Consideration
Saturday 1	-	-		- Inclination of the Control of the		Specialized S10.85	\$10.85
Sunday				PAYMENT VERIFICATION.		8	\$16.50
Holidays							
PERFORMANCE INDICATORS	DICATORS						
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	16.3%	Registrants/Capita	apita		0.0243	Trips/Hour	ON.4
Net Operating Cost/Capita	\$5.00	Revenue Vel	Revenue Vehicle Hours/Capita	apita	0.1970	Kilometres/Hour	1231
Municipal Net Cost/Capita	\$1.25	Trips/Capita			0.9751	Average Kilometres/Inp	40.08
Share of Net Cost		Trips by Non	Trips by Non-Dedicated Service	avice		Inps/Registrant	200
- Provincial	75%					Unaccommodated Inp Requests	
- Municipal	25%	EFFECTIVENESS:	NESS:			Cancellations	
(incl. donations)		Cost/Trip	- Dedicated	0	\$6.13	No-Shows	
			- Non-Dedicated	licated			Control Onkol.
EFFICIENCY (Dedicated Service Only):	e Only):					VEHICLE UTILIZATION (Dedicated Service Utily).	ad Service Oilly).
Cost/Hour	\$30.34	LABOUR PF	LABOUR PRODUCTIVITY:			Revenue Hours/Venide	2002
Cost/Kilometre	\$2.43	Hours/Operator	ttor		2,404	Kilometres/Venicle	2000
Maintenance Cost/Kilometre	20.03						

Cornwall Mun	DIVIDE ODEDATED BV.	minipolity		SERVICE STARTED IN:	August	1981	
	SERVICE OPERATED BY:	municipality		SERVICE STANTED IN.	ico Box	3	
Handi-Transit	MUNICIPAL CONTACT:	Sherman Goodwin		POPULATION SERVED:		•	47,835
		(613) 930-2636		SERVICE AREA (ha):			6,345
OPE	OPERATIONS CONTACT:	Gerry Godard		ADVISORY COMMITTEE?	¢.	2	
		(613) 930-2636		NUMBER OF MEMBERS:			
REGISTRANTS	FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION: OPE	OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door		
Unable to Board		Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use De	Dedicated	\$342,421		Weekdays	0615 to 2330		_
Other	Non-Dedicated	\$12,356		Saturday	0615 to 2330		
	TOTAL:	\$354,777	\$30,894	Sunday			
ELIGIBILITY COMMITTEE? no				Holidays			
MEMBERS? NET	NET OPERATING COST:		\$326,145	CALL-INS:	min 24 hours, max 14 days	nax 14 days	
administrative staff/medical/health professional Pro	Provincial Share		\$163,073	METHODS:			
ML	Municipal Share		\$163,073	Registration	manually		
REGISTRATION REQUIRED? yes Do	Donations			Reservations	manually		
REGISTRATION CARDS? yes				Scheduling	manually		
	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?	Eligible - Wheelchair	9,045		FARE STRUCTURE:			
	- Ambulatory	9,604	2,077	OI	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS: Att	Attendants/Companions	2,075	9	Adult \$		20	_
Eligible - Wheelchair 515 30% Ot	Other (not eligible)			Chiid \$		20	
- Ambulatory 1,186 70% TC	TOTAL:	18,649	2,083	Student \$		S	
- Temporary 2 0%				Senior \$	\$1.25 \$12.50	22	
Attendants/Companions TRIF	TRIP TYPES:			Attendant \$	\$1.25		
Other (not eligible) Su	Subscription		45%	Companion \$	\$1.25		
TOTAL: 1,703 Pr	Prebooked		21%	Other \$	\$1.25		
	Reservation		38%	OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED? De	Demand-Response			monthly billings			
every 2 or 3 years UNA	UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	132	COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSI	≅	
COMPANIONS ALLOWED IF SPACE? yes CAN	CANCELLED TRIPS:		2,202	Conventional Hours	заше		
VISITORS ELIGIBLE?	NO-SHOWS:		246	Fare Structure	different, \$1.10		

		Wheelchair	Ambulatory	Average	KILOMETRES:	3	200	WO OVERO	
	Number	Capacity	Capacity	Age	Revenue	161,824	IOMBER OF E	161,824 NUMBER OF EMPLOTEES.	Part Time
S-Wagon/Sedan					IAI HOURS:		Operators		4
Modified Vans	•	L	•	u	Downlie	11.201	Office		2
Small Buses	N	n	1	וו		200	Mainton		en
Purpose-Built	2	4	4	e G	logi	2	Admin.		2
Other					S NON DEDICATED SERVICE		Volun		
TOTAL VEHICLES	4				AVAILABLE? yes		TOTAL	ည	11
Ownership:	municipality								
نة: نة:	municipality				NO. OF OPERATORS:	<del>-</del>	UNIONS: Specialized	ATU Local 946	9
ELECT DISTRIBILITION:					PAYMENT METHOD:		Conventional	ATU Local 946	99
FEET DESIGNATIONS	9-11	11-2 2-4	4-6 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 3	~	2 2	-		flat rate per trip	_	MAXIMUM WAGE RATES:	GE RATES:	
Saturday	-	-	t	-				Specialized	CONVENIENCE
Sunday					PAYMENT VERIFICATION:		Operators Maintenance	\$14.68	\$16.36
PERFORMANCE INDICATORS	OIONI	ATORS					,		
EINANCIAI -			SERVICE:				SERVICE UTILIZATION:	ILIZATION:	
The Designation Co	ţ	% & X	Registrants/Capita	Capita		0.0356	Trips/Hour		1.66
Net Operating Cost/Capita	,	\$6.82	Revenue V	Revenue Vehicle Hours/Capita	apita	0.2342	Kilometres/Hour	our	14.45
Municipal Net Cost/Capita		\$3.41	Trips/Capita	eet		0.4334	Average Kilometres/Trip	metres/Trip	1217
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	ervice	10%	Trips/Registrant	ant	1217
- Provincial		20%					Unaccommo	Unaccommodated Trip Requests	40.62%
- Municipal		20%	EFFECTIVENESS:	ENESS:			Cancellations		4 400%
(incl. donations)			Cost/Trip	- Dedicated	Pa	\$18.36	No-Shows		<u>.</u>
				- Non-Dedicated	dicated	\$5.93		mental only of the Conice Only.	Conice Only)
EFFICIENCY (Dedicated Service Only):	Service Only	::					VEHICLE U	ILIZATION (Dedicates	2800
Cost/Hour		\$30.57	LABOUR P	LABOUR PRODUCTIVITY:	<b>;</b> ;		Hevenue mouns/venice	Urs/verice	40.456
Cost/Kilometre		\$2.12	Hours/Operator	rator		009, L	Kliometres/verilde		
		-							

		SERVICE OPERATED BY:	non-profit organization	_	SERVICE STARTED IN:	November	1975	
Dryden		MUNICIPAL CONTACT:	Bruce Hoffstrom		POPULATION SERVED:		9	6,257
Handi-Transit			(807) 223-1127		SERVICE AREA (ha):		-	1,686
		OPERATIONS CONTACT:	Judi Stratton		ADVISORY COMMITTEE?		yes	
			(807) 223-3568		NUMBER OF MEMBERS:			9
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door		
Unable to Board X	Ų		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
	_	Dedicated			Weekdays	0800 to 1600		
Other		Non-Dedicated			Saturday			
		TOTAL:		\$12,546	Sunday			
ELIGIBILITY COMMITTEE? no	92				Holidays			
MEMBERS?		NET OPERATING COST:		(\$12,546)	(\$12,546) CALL-INS:	min 2 hours, max 24 days	24 days	
advisory committee		Provincial Share		\$23,492	\$23,492   METHODS:			
		Municipal Share		\$10,890	Registration	n/a		
REGISTRATION REQUIRED? no	2	Donations			Reservations	manually		
REGISTRATION CARDS? no	5				Scheduling	manually		
	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	572		FARE STRUCTURE:			
		- Ambulatory	2,778		8	Cash Tickets/Cards	S Monthly Pass	Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult \$1	\$1.25		
Eliaible - Wheelchair		Other (not eligible)			Child \$1	\$1.25		
- Ambulatory		TOTAL	3,350		Student \$1	\$1.25		
- Temporary					Senior \$1	\$1.25		
Attendants/Companions		TRIP TYPES:			Attendant			
Other (not eligible)		Subscription		36%	Companion \$1	\$1.25		
TOTAL:		Prebooked		27%	Other			
		Reservation		18%	18% OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		18%	student fares paid by B. of Educ.	Educ.		

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours Fare Structure

 $\infty$ 

JNACCOMMODATED TRIP REQUESTS:

yes 2

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS: NO-SHOWS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

annually

\$1.00 longer

							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	9,955	9,955 NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Total	9,395	Full Time Par	Part Time
Modified Vans					ANNUAL HOURS:		Operators 1	
Small Buses	-	က	10	4	Revenue	545	Office	
Purpose-Built					Total		Mainten.	
Other							Admin.	
TOTAL VEHICLES	F				IS NON-DEDICATED SERVICE		Volun.	
Ownership:	municipality							
 	operator				NO. OF OPERATORS:		UNIONS:	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional IBEW Local 1730	8
69	9-11	11-2 2-4	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 1	-	-					MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators \$16.00	\$14.71
Holidays							Maintenance	
PERFORMANCE IND	INDIC	ICATORS						
FINANCIAL:			SERVICE				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	St		Registrants/Capita	Capita			Trips/Hour	6.15
Net Operating Cost/Capita		(\$2.01)	Revenue Ve	Revenue Vehicle Hours/Capita	pita	0.0871	Kilometres/Hour	18.27
Municipal Net Cost/Capita		\$1.74	Trips/Capita	ut		0.5354	Average Kilometres/Trip	2.97
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	rvice		Trips/Registrant	
- Provincial		20%					Unaccommodated Trip Requests	
- Municipal		20%	EFFECTIVENESS:	ENESS:			Cancellations	0.24%
(incl. donations)			Cost/Trip	- Dedicated	70		No-Shows	0.21%
				- Non-Dedicated	icated			
EFFICIENCY (Dedicated Service Only):	Service Only).						VEHICLE UTILIZATION (Dedicated Service Only):	arvice Only):
Cost/Hour			LABOUR PI	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	545
Cost/Kilometre			Hours/Operator	ator		545	Kilometres/Vehicle	9,955

		SERVICE OPERATED BY: pri	private contractor		SERVICE STARTED IN:	November	1991
Durham		MUNICIPAL CONTACT: Ju	Judith E. Gray		POPULATION SERVED:		2,511
Disability Transit		(5)	(519) 369-2200		SERVICE AREA (ha):		458
		OPERATIONS CONTACT: Jo	John Moore		ADVISORY COMMITTEE?		yes
		(5)	(519) 334-3116		NUMBER OF MEMBERS:		8
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	/ENUES:	•	TYPE:	door to door	
Unable to Board	:	:	Oper. Cost	Revenue	Revenue HOURS OF SERVICE:	0800 to 1800	
Unable to Use	×	Dedicated Non-Dedicated	\$30,982		Saturday		
		TOTAL:	\$30,982	\$6,608	Sunday	1000 to 1400	
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$24,374	\$24,374 CALL-INS:	min 24 hours, no max	шах
advisory committee		Provincial Share			METHODS:	:	
		Municipal Share		\$6,861	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	813		FARE STRUCTURE:		
		- Ambulatory	935		-,	h Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	431			8	
	78 41%	Other (not eligible)			Child \$2.00	8	
	112 59%	TOTAL:	1,748			8	
- Temporary					Senior \$2.00	00	
Attendants/Companions		TRIP TYPES:					
Other (not eligible)		Subscription			Companion \$2.00	00	
	190	Prebooked			Other		
		Reservation			OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?	٥.	Demand-Response			varies according to distance (min. \$3.00)	(min. \$3.00)	
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL IHANSIT	NIIONAL IHANSII	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	No Conv. Service	
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure	No Conv. Service	
			Total State	-			

Number   Capacity   Ape   Revenue   Total	0010101						Ш	EMPLOYEES	
Number   Capacity   Capacity   Age   Revenue   Total	VEHICLES								
Number   Capacity   Capacity   Age   Revenue   Number   Total			Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
1   2   16   1   10ail   1   2   16   1   10ail   1		iber	Capacity	Capacity	Age	Revenue		UMBER OF EMPLOYEES.	Dart Time
1   2   16   1   Total	S-Wagon/Sedan					lorai			
1   2   16   1   Total   Revenue   1   Total	Modified Vans					ANNUAL HOURS:		Operations	- •
1   2   16   1   Total	Small Buses					Revenue		O D D D D D D D D D D D D D D D D D D D	~ •
1	Purpose-Built	-	0	16	▼	Total		Mainten.	- 4-
1	Other							ACILIEI.	-
Decrator operator   Decrator	TOTAL VEHICLES	***				IS NON-DEDICATED SERVICE AVAILABLE?		Volun. TOTAL	4
Decension		racted oper	rator						
### PAYMENT METHOD:    1		ator				NO. OF OPERATORS:		INIONS:	
11-2   2-4   4-6   6-9   9-12   12+ (ie. flat rate, hourly, per km etc.)   M								Specialized	
SERVICE: Registrants/Capita PavMent VERIFICATION: Registrants/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator				6-9		(ie. flat rate, hourly, per km etc.)			
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator		-				flat rate per trip	<b></b>	AAXIMUM WAGE KATES:	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	Saturday								Carvering
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	Sunday	-				PAYMENT VERIFICATION:		Operators \$6.00	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator	Holidays							Maintenance	
SERVICE:	PERFORMANCE	NDICA	TORS						
e/Op. Cost         21.3%         Registrants/Capita         0.0757           st/Capita         \$2.71         Revenue Vehicle Hours/Capita         0.08961           r/Capita         \$2.73         Trips Capita         0.68961           72%         Trips Dy Non-Dedicated Service         72%         EFFECTIVENESS:           rs)         Cost/Trip         - Dedicated         \$17.72           dicated Service Only):         LABOUR PRODUCTIVITY:         Hours/Operator	FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
\$9.71 Revenue Vehicle Hours/Capita 0.6961  **Capita \$2.73 Trips Capita Trips by Non-Dedicated Service 72% EFFECTIVENESS:  Cost/Trip - Dedicated - Non-Dedicated Gravice 0nly):  LABOUR PRODUCTIVITY:  Hours/Operator	R/C = Op Revenue/Op.Cost		21.3%	Registrants	Capita		0.0757	Trips/Hour	
tricapita \$2.73 Trips.Capita  Trips by Non-Dedicated Service 72% 72% 28% EFFECTIVENESS: Cost/Trip - Dedicated dicated Service Only): LABOUR PRODUCTIVITY: Hours/Operator	Net Operating Cost/Capita		\$9.71	Revenue Ve	hicle Hours/C	pita		Kilometres/Hour	
Trips by Non-Dedicated Service 72% 28% EFFECTIVENESS: Cast/Trip - Dedicated icated Service Only): LABOUR PRODUCTIVITY: Hours/Operator	Municipal Net Cost/Capita		\$2.73	Trips/Capita			0.6961	Average Kilometres/Trip	
72% 28% EFFECTIVENESS: CosvTrip - Dedicated - Non-Dedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	Share of Net Cost			Trips by Non	-Dedicated Se	ırvice		Trips/Registrant	02.6
28% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	- Provincial		72%					Unaccommodated Trip Requests	
Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-State - Non-Dedicated	- Municipal		28%	EFFECTIVE	NESS:			Cancellations	
- Non-Dedicated  - Non-Dedicated  LABOUR PRODUCTIVITY:  Hours/Operator	(incl. donations)			Cost/Trip	- Dedicate	70	\$17.72	No-Shows	
vice Only):  LABOUR PRODUCTIVITY:  Hours/Operator					- Non-Ded	icated			Continue Control
LABOUR PRODUCTIVITY: Hours/Operator	EFFICIENCY (Dedicated Serv	ice Only):						VEHICLE UTILIZATION (Dedica	ied Service Only).
Hours/Operator	Cost/Hour			LABOUR PF	RODUCTIVITY			Revenue Hours/Vehicle	
1 6 1 1 10 mm m m m m m m m m m m m m m m m	Cost/Kilometre			Hours/Opera	ntor			Kilometres/Vehicle	
	Maintenance Cost/Kilometre								

980

April

SERVICE STARTED IN:

Dysart	MUNICIPAL CONTACT:	Donna McCallum	POPULATION SERVED:			
Special Transit Service		(705) 457-1740	SERVICE AREA (ha):			
	OPERATIONS CONTACT: Jim Tice	Jim Tice	ADVISORY COMMITTEE?	yes		
		(705) 457-2571	NUMBER OF MEMBERS:		00	
REGISTRANTS	FINANCIAL		SERVICE			
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:	TYPE:	door to door		

							Revenue			\$5,302	\$7,176				Non-Ded.
municipality	Donna McCallum	(705) 457-1740	Jim Tice	(705) 457-2571		REVENUES:	Oper. Cost	\$12,478		\$12,478					Dedicated
SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:		FINANCIAL	OPERATING COSTS AND REVENUES:		Dedicated	Non-Dedicated	TOTAL:	NET OPERATING COST:	Provincial Share	Municipal Share	Donations	ANNUAL ONE-WAY TRIPS:

×

Unable to Board Unable to Use

Other

1000 to 1430	0900 to 1200	min 24 hours, max 5	manually	manually	manually	manually		Cash Tickets/Cards	
Revenue HOURS OF SERVICE: Weekdays	Saturday	\$7,176 CALL-INS:	METHODS: Registration	Reservations	Scheduling	Dispatching	FARE STRUCTURE:		Adult
Revenue	\$5,302	\$7,176				Non-Ded.			

ဖ yes

ELIGIBILITY COMMITTEE?

**MEMBERS?** 

yes yes

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

max 5 days

Monthly Pass

No Conv. Service No Conv. Service

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes yes

COMPANIONS ALLOWED IF SPACE?

annually

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

Reservation Prebooked

Subscription TRIP TYPES:

9/

Attendants/Companions

Other (not eligible)

TOTAL:

- Ambulatory - Temporary Fare Structure

OTHER METHODS OF PAYMENT:

\$1.50 \$1.50

Senior Companion Other

Student Attendant

Child

Attendants/Companions - Ambulatory Eligible - Wheelchair

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Other (not eligible)

TOTAL:

VEHICLES				EMPLOYEES	
Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:		
VEHICLE TYPES: Number Capacity S-Wagon/Sedan	Capacity	Age	Revenue Total	NUMBER OF EMPLOYEES: Full Time Pa	Part Time
Modified Vans 1 6	မ	2	ANNUAL HOURS:	Operators	
Small Buses			Revenue	Office	
Purpose-Built			Total	Mainten.	
Other				Admin.	
TOTAL VEHICLES 1			IS NON-DEDICATED SERVICE	Volun.	
Ownership: municipality				4	
ò			NO. OF OPERATORS:	UNIONS	
				Specialized	
FLEET DISTRIBUTION:			PAYMENT METHOD:	Conventional	
6-9 9-11 11-2 2-4	4-6 6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)		
Peak Day				MAXIMUM WAGE RATES:	
Saturday				Specialized	Conventional
Sunday 1			PAYMENT VERIFICATION:	Operators	
Holidays				Maintenance	
PERFORMANCE INDICATORS					
FINANCIAL	SERVICE:			SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost 42.5%	Registrants/Capita	ta		Trips/Hour	
Net Operating Cost/Capita	Revenue Vehicle Hours/Capita	e Hours/Cap	pita	Kilometres/Hour	
Municipal Net Cost/Capita	Trips/Capita			Average Kilometres/Trip	
Share of Net Cost	Trips by Non-Dedicated Service	dicated Ser	vice	Trips/Registrant	
- Provincial				Unaccommodated Trip Requests	
- Municipal	EFFECTIVENESS:	:Si		Cancellations	
(incl. donations)	Cost/Trip	- Dedicated		No-Shows	
		- Non-Dedicated	cated		
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour	LABOUR PRODUCTIVITY:	UCTIVITY:		Revenue Hours/Vehicle	
Cost/Kilometre	Hours/Operator			Kilometres/Vehicle	
Maintonopoo Conficiomoto					

		SERVICE OPERATED BY:			SERVICE STARTED IN:			
Elliot Lake		MUNICIPAL CONTACT:	Mike Perkins		POPULATION SERVED:	::		
			(705) 461-7203		SERVICE AREA (ha):			
		OPERATIONS CONTACT:	Norm Mann		ADVISORY COMMITTEE?	E?		
			(705) 848-1306		NUMBER OF MEMBERS:	S:		T
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:			
Unable to Board		P. celipropie	Oper. Cost	Revenue	HOURS OF SERVICE:	0700 to 1900		
Other		Non-Dedicated			Saturday	0700 to 1900		
		TOTAL:	\$58,619	\$6,293	Sunday			
ELIGIBILITY COMMITTEE?	02				Holidays			
MEMBERS?		NET OPERATING COST:		\$52,326	CALL-INS:			
		Provincial Share			METHODS:			
		Municipal Share			Registration			
REGISTRATION REQUIRED?	yes	Donations			Reservations			
REGISTRATION CARDS?	2				Scheduling			
WAITING LIST?	00	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching			
WAITING ON LIST?		Eligible - Wheelchair	2,130		FARE STRUCTURE:			
		- Ambulatory	3,591			Cash Tickets/Cards	ds Monthly Pass	Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	1,169		Adult	\$1.10		
Eligible - Wheelchair	40 22%	Other (not eligible)			Child	\$1.10		
- Ambulatory	135 73%	TOTAL:	5,721		Student	\$1.10		
- Temporary	10 5%				Senior	\$1.10		
Attendants/Companions		TRIP TYPES:			Attendant	\$1.10		
Other (not eligible)		Subscription			Companion	\$1.10		
TOTAL:	185	Prebooked			Other			
		Reservation			OTHER METHODS OF PAYMENT:	AYMENT:		
HOW OFTEN IS REG. LIST SCREENED?	ED?	Demand-Response						
		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	NVENTIONAL TRANSI	<u></u>	
COMPANIONS ALLOWED IF SPACE?	yes yes	CANCELLED TRIPS:			Conventional Hours	same		******
VICITODS EL IGIBLE?		NO-SHOWS:			Fare Structure	12/\$11.00 seniors \$44/yr	ors \$44Ayr	

VEHICLES							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
	Number	Capacity	Capacity	Age	Revenue	26,245	26,245 NUMBER OF EMPLOYEES:	Part Time
Modified Vans					AL HOURS:	!	Operators	0
Small Buses					Revenue	1,550	Office	4-
Purpose-Built	-			ო	Total	1,550	Mainten.	4 4-
Other				1	SOLION DEDICATED SEBVICE		Volum	
TOTAL VEHICLES	-				AVAILABLE? no		TOTAL	9
Ownership:	municipality							
Maintenance:					NO. OF OPERATORS:		UNIONS:	
CI CET DICTORI ITION:					PAYMENT METHOD:		Conventional	
A PRINCIPAL	0.11		4.6 6-9 9-12	10+	(ie flat rate, hourty, per km etc.)			
Peak Day		1 -		<u>i</u>		_	MAXIMUM WAGE RATES:	
Saturday	-	-	-				Specialized	Conv
Sunday					PAYMENT VERIFICATION:		Operators \$11.35	
Holidays							Maintenance \$17.93	\$16.00
PERFORMANCE INDICATORS	INDICA	ATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	=	10.7%	Registrants/Capita	_			Trips/Hour	3.69
Net Operating Cost/Capita			Revenue Vehicle Hours/Capita	Hours/Ca	pita		Kilometres/Hour	16.93
Municipal Net Cost/Capita			Trips/Capita				Average Kilometres/Trip	4.59
Share of Net Cost			Trips by Non-Dedicated Service	cated Ser	rvice		Trips/Registrant	30.92
- Provincial							Unaccommodated Trip Requests	
- Municipal			EFFECTIVENESS:	1.2			Cancellations	
(incl. donations)			Cost/Trip - [	- Dedicated		\$10.25	No-Shows	
			7	- Non-Dedicated	cated			
EFFICIENCY (Dedicated Service Only):	ervice Only):						VEHICLE UTILIZATION (Dedicated Service Only):	ted Service Only):
Cost/Hour		\$37.82	LABOUR PRODUCTIVITY:	CTIVITY:			Revenue Hours/Vehicle	1,550
Cost/Kilometre		\$2.23	Hours/Operator			1,033	Kilometras/Vehicle	26,245

	(ha):	AMITTEE?	EMBERS:
	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:
	(705) 869-1540 SI	2	2
MONICIPAL CONTACT: METATION OF THE PARTY OF		OPERATIONS CONTACT:	
Espanoia	Espanola		

SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:
municipality	Merwyn P. Sheppard	(705) 869-1540		
SERVICE OPERATED BY: municipality	MUNICIPAL CONTACT: Merwyn P. Sheppard		OPERATIONS CONTACT:	

5,276

		49	
SERVICE OPERATED BY:	D BY:	municipality	SERVICE S
MUNICIPAL CONTACT:	OT:	Merwyn P. Sheppard	POPULATIC
		(705) 869-1540	SERVICE AI
OPERATIONS CONTACT:	rACT:		ADVISORY
			NUMBER O
- A - C - W - W - W - W - W - W - W - W - W			SERVICE

Creme Colored Colored .			
			NUMBER OF ME
FINANCIAL			SERVICE
OPERATING COSTS AND REVENUES:	ENUES:		TYPE:
	Oper. Cost	Revenue	HOURS OF SERVK
Non-Dedicated			Saturday
TOTAL:	\$13,930	\$3,268	Sunday
			Holidays
NET OPERATING COST:		\$10,662	\$10,662 CALL-INS:
Provincial Share		\$7,996	\$7,996 METHODS:
Municipal Share		\$2,666	Registration
Donations			Reservations

LOCAL ELIGIBILITY CRITERION:

Unable to Board Unable to Use

REGISTRANTS

Tickets					
Cash					
E STRUCTURE:	Adult	Child	Student	Senior	Attendant

Monthly Pass

Cards

Dispatching Scheduling

Non-Ded.

Dedicated

ANNUAL ONE-WAY TRIPS:

yes 2

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

ELIGIBILITY COMMITTEE?

Other

**MEMBERS?** 

Attendants/Companions - Ambulatory Eligible - Wheelchair

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Other (not eligible)

TOTAL:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

Subscription Reservation

Prebooked

TRIP TYPES:

Attendants/Companions

Other (not eligible)

- Ambulatory

- Temporary

Fare Structure

OTHER METHODS OF PAYMENT:

Companion

VEHICLES					EMPLOYEES	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:		
VEHICLE TYPES: Number	ber Capacity	Capacity	Age	Revenue	NUMBER OF EMPLOYEES: Full Time Part	Part Time
Modified Vans				JAL HOURS:	Operators	
Small Buses				Revenue	Office	
Purpose-Built				Total	Mainten.	
Other					Admin.	
TOTAL VEHICLES				CATED SEF	Volun.	
Ownershin:	municipality			AVAILABLE		
isi	municipality			NO. OF OPERATORS:	UNIONS:	
					Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:	Conventional	
6-9	9-11 11-2 2-4	6-9 9-	9-12 12+	(ie. flat rate, hourly, per km etc.)		
Peak Day				flate rate per trip \$1.50	MAXIMUM WAGE RATES:	
Saturday					Spe	Conventional
Sunday				PAYMENT VERIFICATION:	Operators \$9.90	
Holidays					Maintenance	
PERFORMANCE INDICATORS	NDICATORS					
FINANCIAL:		SERVICE:			SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	23.5%	Registrants/Capita	apita		Trips/Hour	
Net Operating Cost/Capita	\$2.02	Revenue Vet	Revenue Vehicle Hours/Capita	pita	Kilometres/Hour	
Municipal Net Cost/Capita	\$0.51	Trips/Capita			Average Kilometres/Trip	
Share of Net Cost		Trips by Non-	Trips by Non-Dedicated Service	rvice	Trips/Registrant	
- Provincial	75%				Unaccommodated Trip Requests	
- Municipal	25%	EFFECTIVENESS:	NESS:		Cancellations	
(incl. donations)		Cost/Trip	- Dedicated		No-Shows	
			- Non-Dedicated	cated		
EFFICIENCY (Dedicated Service Only):	ce Only):				VEHICLE UTILIZATION (Dedicated Service Only):	rvice Only):
Cost/Hour		LABOUR PR	LABOUR PRODUCTIVITY:		Revenue Hours/Vehicle	
Cost/Kilometre		Hours/Operator	itor		Kilometres/Vehicle	

			51				
		SERVICE OPERATED BY:	non-profit organization		SERVICE STARTED IN:	November 1992	
Flesherton		MUNICIPAL CONTACT:	Kris Kinsmen		POPULATION SERVED:		15,936
Ride On Transportation			(519) 924-2609		SERVICE AREA (ha):		151,310
Services		OPERATIONS CONTACT:	Debbie Dowker		ADVISORY COMMITTEE?	38	
			(519) 924-3339		NUMBER OF MEMBERS:		C)
REGISTRANTS		FINANCIAL			SERVICE		
OCAL ELICIBILITY CRITEBION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
Livelie to Boom			Cost	Revenue	Revenue HOURS OF SERVICE:		
Linable to Ike		Dedicated			Weekdays	0730 to 1800	
Other		Non-Dedicated	\$32,564		Saturday	0900 to 1700	
		TOTAL:	\$176,431	\$19,382	Sunday		
ELIGIBILITY COMMITTEE?	Ves				Holidays		
	2	NET OPERATING COST:	•	\$157,049	\$157,049 CALL-INS:	min 24 hour, no max	
MEMBERS:		_		\$83,015	\$83,015 METHODS:		
		Municipal Share			Registration	computer assisted	
PEGISTRATION REGILIRED?	Ves	Donations			Reservations	manually	
	Ves				Scheduling	manually	
	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
					TABLE OTTO LOTE IDE.		

Tickets/Cards Monthly Pass

Cash

FARE STRUCTURE:

950

3,325

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

15% 82% 3%

NUMBER OF REGISTRANTS:

WAITING ON LIST?

TOTAL:

Adult

Child

Senior

Student Attendant

950

3,350

No Conv. Service No Conv. Service

1 COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

1% OTHER METHODS OF PAYMENT:

involcing

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

annually

Subscription Reservation

79

TRIP TYPES: Prebooked

Attendants/Companions

Other (not eligible) TOTAL:

- Ambulatory Eligible - Wheelchair

- Temporary

Other

Companion

71						_	TENT LO LILO		
		Whoolchair	Ambutatory	Average	ANNUAL KILOMETRES:				
		MIRCHAIGH	All Indiana	OR THE STATE OF TH			NI MARER OF EMPLOYFES.		
VEHICLE TYPES:	Number	Capacit	Capadiy		Develop	-	Time Time		Dart Time
S-Wagon/Sedan	4		4	4	logal	_			10
Modified Vans	<b>~</b> -	0	4	က	ANNUAL HOURS:		Operations 2		n ·
Small Buses					Revenue		Office 1		
Purpose-Built					Total	12,480	Mainten.		m
Other							Admin.		-
TOTAL VEHICLES	ıc				IS NON-DEDICATED SERVICE		Volun.		
	•				AVAILABLE? yes		TOTAL 3		œ
Ownership:	non-profit organiz	ganiz							
Maintenance:	non-profit organiz	ganiz			NO. OF OPERATORS:	-	UNIONS		
							Specialized		
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional		
	-9 9-11	11-2 2-4	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Dav	4				per kilometre/per hour/flat rate per	_	MAXIMUM WAGE RATES:		
Saturday								Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$9.87	\$3.87
Holidays							Maintenance	\$15.00	\$15.00
PERFORMANCE IND		CATORS							
FINANCIA!			SERVICE				SERVICE UTILIZATION:		
B.C On Bevenius/On Cost	Coet	11 0%	Registrants/Capita	Capitz		0.0050	Trips/Hour		
Net Onerating Cost/Canita	ig a	\$9.85	Revenue Ve	Bevenue Vehicle Hours/Capita	apita		Kilometres/Hour		
Municipal Net Cost/Capita	i i		Trips/Capita			0.2698	Average Kilometres/Trip		
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	ervice	22%	Trips/Registrant		54.43
- Provincial		23%					Unaccommodated Trip Requests	sdnests	0.02%
- Municipal		47%	EFFECTIVENESS:	NESS:			Cancellations		0.53%
(incl donations)			Cost/Trip	- Dedicated		\$42.95	No-Shows		0.23%
				- Non-Dedicated	ated	\$34.28			
EFFICIENCY (Dedicated Service Only):	d Service Only	<b>::</b>					VEHICLE UTILIZATION (Dedicated Service Only):	Dedicated Ser	rvice Only):
Cost/Hour			LABOUR P	LABOUR PRODUCTIVITY:	4		Revenue Hours/Vehicle		
Cost/Kilometre			Hours/Operator	ator			Kilometres/Vehicle		

ADVISORY COMMITTEE? NUMBER OF MEMBERS: POPULATION SERVED: SERVICE STARTED IN: SERVICE AREA (ha): OPERATIONS CONTACT: SERVICE OPERATED BY MUNICIPAL CONTACT: Fort Frances Transit No Data Received Fort Frances

FINANCIAL LOCAL ELIGIBILITY CRITERION: REGISTRANTS Unable to Board

OPERATING COSTS AND REVENUES: Non-Dedicated Dedicated TOTAL:

SERVICE

Weekdays

Saturday Holidays Sunday

Revenue HOURS OF SERVICE: Oper. Cost NET OPERATING COST:

METHODS: CALL-INS:

> Provincial Share Municipal Share

Donations

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

ELIGIBILITY COMMITTEE?

MEMBERS?

Unable to Use

Other

Reservations

Dispatching Scheduling

Registration

FARE STRUCTURE: Non-Ded. Dedicated

ANNUAL ONE-WAY TRIPS:

Attendants/Companions

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Attendants/Companions

Other (not eligible)

- Ambulatory - Temporary

Other (not eligible)

- Ambulatory Eligible - Wheelchair

Monthly Pass

Tickets/Cards

Cash

Adult Child Student Attendant

Senior Other

OTHER METHODS OF PAYMENT: Companion

COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

Reservation Subscription TRIP TYPES: Prebooked

VEHICLE TYPES:         Winnelschaft         Ambulatory         Average         AnnuAL KILOMETRES:         NUMBER OF EMPLOYEES:         Part Time         Part Time           Swagon/Sectan         Modified Varsis         Capacity         Capacity         Apperature         Full Time         Part Time           Modified Varsis         Properators         Full Time         Per Time         Operators         Per Time           Purpose-Built         TOTAL VEHICLES         Aminim.         Aminim.         Aminim.         Aminim.           Ownership:         Mannerance         No Or OPERATORS:         Specialized         Orientational           Mannerance         Peak Day         Sauuday         Park Day         Specialized           Peak Day         Sauuday         Park Day         Specialized           Sauuday         Sauuday         Amyanum Wage RATES:           Sauuday         Sauuday         Amyanum Wage RATES:           Sauuday         Secritical File For M. Mannerance         Amyanum Wage RATES:           Sauuday         Secritical For M. Mannerance         Amyanum Wage RATES:           Sauuday         Secritical For M. Mannerance         Amyanum Wage RATES:           FERFOLINDI CA TO RS         SERVICE:         Amyanum Mannerance           For Mondial	VEHICLES				EMPLOYEES
Capacity   Capacity   Age   Revenue   NUMBER OF EMPLOYEES:   Part I		Wheelch	Ambulatory	ANNUAL KILOMETRES:	
Total	9		Capacity	Revenue	
11-2   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)   Aminten.     11-2   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-2   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-2   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-2   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-2   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-2   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-2   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-2   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-2   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-2   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   4-6   6-9   9-12   12+ (e. flat rate, hourly, per km etc.)     11-3   2-4   2-4   2-4   2-4   2-4   2-4   2-4   2-4   2-	S-wagon/Sedan			ANNIAI HOURS:	
TODA	Modified varis			Bevenie	Office
11-2   2-4   4-6   6-9   9-12   12 + (ie. flat rate, hourly, per km etc.)   Maintenance	Small Buses				
IS NON-DEDICATED SERVICE	Purpose-Built Other			g 0-	Admin.
NO. OF OPERATORS: Specialized PAYMENT METHOD: CATORS SERVICE: Registrants/Capita Trips/Abur Trips/Abur Trips/Abur Trips/Abur Trips/Abur Trips/Abur Average Kilometres/Trip Trips/Begistrant Unaccommodated Trip Requests Cost/Trip Dedicated - Non-Dedicated - Non-Dedicated Hours/Operator  LABOUR PRODUCTIVITY: CATORS SERVICE: Specialized Conventional Conventional Conventional Avatinum WAGE RATES: Specialized Conventional Conventional Conventional MAXIMUM WAGE RATES: Specialized Conventional Conventional MAXIMUM WAGE RATES: Specialized Conventional Conventional Conventional MAXIMUM WAGE RATES: Specialized Conventional Convention	TOTAL VEHICLES			IS NON-DEDICATED SERVICE	Volun.
11-2 24 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.)  CATORS  SERVICE: Registrants/Capita Trips/Apur Trips/Apur Trips/Apur Trips/Apur Trips/Apur Trips/Apur Trips/Apur Average Kilometres/Trip Trips/Apur Trips/Apur Trips/Apur Average Kilometres/Trip Trips/Apur Trips/Apur Average Kilometres/Trip Trips/Apur Trips/Apur Average Kilometres/Trip Trips/Apur Trips/Apur Average Kilometres/Trip Trips/Apur Average Kilometres/Vehicle Fevenue Hours/Operator Average Kilometres/Vehicle Fevenue Hours/Operator				AVAILABLE?	TOTAL
11-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourty, per km etc.)  PAYMENT METHOD:  Conventional  MAXIMUM WAGE RATES:  Specialized  Conventional  MAXIMUM WAGE RATES:  Specialized  Operators  Maintenance  Maintenance  Maintenance  Alignmetres/Hour  Trips/Capita  Trips/Cap	Ownership:				
11-2 2-4 4-6 6-9 9-12 12 + (ie. flat rate, hourly, per km etc.)  I C A T O R S  SERVICE:  Registrants/Capita Revenue Vehicle Hours/Capita Trips by Non-Dedicated Service Trips by Non-Dedicated To Conventional  Naximum WaGE RATES:  Secialized Operators  Maximum WaGE RATES:  Secialized Operators  Maintenance  Maintenance  Naintenance  Naintenance  Admittenance  Nilometres/Hour Average kilometres/Trip Trips by Non-Dedicated Service  Ocsi/Trip - Dedicated - Non-Dedicated Service  No-Shows  VEHICLE UTILIZATION (Dedicated Service Hours/Vehicle Kilometres/Vehicle Kilometres/Vehicle	Maintenance:	•		NO. OF OPERATORS:	UNIONS:
11-2 2-4 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.)  PAYMENT WETHOD:  PAYMENT VERIFICATION:  Registrants/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service Cost/Trip - Dedicated Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicate					Specialized
11-2 24 4-6 6-9 9-12 12+ (ie. flat rate, hourly, per km etc.)    CATORS   SERVICE: Registrants/Capita   Trips/Capita   Trips/C	FLEET DISTRIBUTION:			PAYMENT METHOD:	Conventional
C A T O R S  SERVICE: Registrants/Capita Revenue Vehicle Hours/Operator  I rips by Non-Dedicated Cost/Trip - Dedicated - Non-Dedicated Hours/Operator  I ABOUR PRODUCTIVITY: RAXIMUM WAGE RATES: Specialized Operators    Operators   Specialized   Operators	6-9	11-2	4-6 6-9 9-12	(ie. flat rate, hourly, per km etc.)	
C A T O R S    C A T O R S   SERVICE:   Registrants/Capita   Favenue Vehicle Hours/Operators     Trips by Non-Dedicated Service   Non-Shows     Tabours Productivity:   Labours Productivity:   Kilometres/Vehicle     Thours/Operator   Trips by Non-Dedicated Service     Thours/Operator   Trips by Non-Dedicated Service     Trips by Non-Dedicated Service   Non-Shows     Trips by Non-Dedicated Service	Peak Day				
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator	Saturday				Specialized
SERVICE: Registrants/Capita Revenue Venicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator	Sunday			PAYMENT VERIFICATION:	Operators
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator	Holidays				Maintenance
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Hours/Operator	PERFORMANCE		S		,
Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Hours/Operator	FINANCIAL:		SERVICE:		SERVICE UTILIZATION:
Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Hours/Operator	R/C = Op. Revenue/Op. Cost		Registrants/Capita		Trips/Hour
Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Hours/Operator	Net Operating Cost/Capita		Revenue Vehicle Hours/C	apita	Kilometres/Hour
Trips by Non-Dedicated Service  EFFECTIVENESS:  Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Hours/Operator re	Municipal Net Cost/Capita		Trips/Capita		Average Kilometres/Trip
EFFECTIVENESS:  Cost/Trip - Dedicated - Non-Dedicated vice Only):  LABOUR PRODUCTIVITY: Hours/Operator	Share of Net Cost		Trips by Non-Dedicated S	ervice	Trips/Registrant
EFFECTIVENESS:  Cost/Trip - Dedicated - Non-Dedicated vice Only):  LABOUR PRODUCTIVITY: Hours/Operator	- Provincial				Unaccommodated Trip Requests
Cost/Trip - Dedicated - Non-Dedicated vice Only): LABOUR PRODUCTIVITY: Hours/Operator	- Municipal		EFFECTIVENESS:		Cancellations
- Non-Dedicated vice Only):  LABOUR PRODUCTIVITY:  Hours/Operator	(incl. donations)			72	No-Shows
vice Only):  LABOUR PRODUCTIVITY:  Hours/Operator			- Non-De	dicated	
LABOUR PRODUCTIVITY: Hours/Operator	EFFICIENCY (Dedicated Ser	vice Only):			VEHICLE UTILIZATION (Dedicated Service Only):
Hours/Operator	Cost/Hour		LABOUR PRODUCTIVITY	4:	Revenue Hours/Vehicle
Maintenance Cost/Kilometre	Cost/Kilometre		Hours/Operator		Kilometres/Vehicle
	Maintenance Cost/Kilometre				

	22	
	SERVICE OPERATED BY:	SERVICE STARTED IN:
Gananoque	MUNICIPAL CONTACT:	POPULATION SERVED:
Wheels of Care		SERVICE AREA (ha):
No Data Received	OPERATIONS CONTACT:	ADVISORY COMMITTEE?
		NUMBER OF MEMBERS:
REGISTRANTS	FINANCIAL	SERVICE
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES: Oper. Cost Re	TYPE: Revenue HOURS OF SERVICE:
Unable to Use		Weekdays
	TOTAL:	Sunday
ELIGIBILITY COMMITTEE? MEMBERS?	NET OPERATING COST:	CALL-INS:
	Provincial Share	METHODS:
	Municipal Share	Registration
REGISTRATION REQUIRED?	Donations	Reservations
REGISTRATION CARDS?	ANNUAL ONE-WAY TRIPS: Dedicated No	Non-Ded. Dispatching
WAITING ON LIST?		
	- Ambulatory	Cash Tickets/Cards Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	Adult
Eligible - Wheelchair	Other (not eligible)	tudent .
- Ambulatory - Temporary	O AL	Senior
Attendants/Companions	TRIP TYPES:	Attendant
Other (not eligible)	Subscription	Companion
TOTAL:	Prebooked Beservation	OTHER METHODS OF PAYMENT:
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response UNACCOMMODATED TRIP REQUESTS:	COMPARISON WITH CONVENTIONAL TRANSIT:
COMPANIONS ALLOWED IF SPACE?	CANCELLED TRIPS:	Conventional Hours Fare Structure
VISITORS ELIGIBLE?	NO STOMO.	

VEHICLES					EMPLOYEES	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:		
VEHICLE TYPES: Number	Der Capacity	Capacity	Age	Revenue	ES:	
S-Wagon/Sedan				Total	Full Time Part Time	ше
Modified Vans				ANNUAL HOURS:	Operators	
Small Buses				Revenue	Office	
Purpose-Built				Total	Mainten.	
Other					Admin.	
TOTAL VEHICLES				IS NON-DEDICATED SERVICE	Volun.	
				AVAILABLE?	TOTAL	
Ownership:						
Maintenance:				NO. OF OPERATORS:	UNIONS:	
					Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:	Conventional	
6-9	9-11 11-2 2-4	4-6 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)		
Peak Day						
Saturday					Specialized	Conventional
Sunday				PAYMENT VERIFICATION:	Operators	
Holidays					Maintenance	
PERFORMANCE IND	IDICATORS					
FINANCIAL:		SERVICE:			SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		Registrants/Capita	apita		Trips/Hour	
Net Operating Cost/Capita		Revenue Vehi	Revenue Vehicle Hours/Capita	bita	Kilometres/Hour	
Municipal Net Cost/Capita		Trips/Capita			Average Kilometres/Trip	
Share of Net Cost		Trips by Non-	Trips by Non-Dedicated Service	vice	Trips/Registrant	
- Provincial					Unaccommodated Trip Requests	
- Municipal		EFFECTIVENESS:	IESS:		Cancellations	
(incl. donations)		Cost/Trip	- Dedicated		No-Shows	
			- Non-Dedicated	zated		
EFFICIENCY (Dedicated Service Only):	e Only):				VEHICLE UTILIZATION (Dedicated Service Only):	ce Only):
Cost/Hour		LABOUR PRO	LABOUR PRODUCTIVITY:		Revenue Hours/Vehicle	
Cost/Kilometre		Hours/Operator	or		Kilometres/Vehicle	
Maintenance Cost/Kilometre						

SERVICE OPERATED BY: private contractor

1990

October

SERVICE STARTED IN:

Sign American   Sign American   Sign American   Service African								_
Perations contact:   Muray Walker   ADVISORY COMMITTEE?	Georgina		MUNICIPAL CONTACT:	Stan Armstrong		POPULATION SERVED:		30,000
F I N A N C I A L	Mobility Transit System			(905) 476-4301		SERVICE AREA (ha):		28,853
FINANCIAL   SERVICE			OPERATIONS CONTACT:	Murray Walker		ADVISORY COMMITTEE	, yes	
FINANCIAL				(905) 476-4396		NUMBER OF MEMBERS	***	7
Non-Dedicated   \$80,281   Revenue   HOURS OF SERVICE:   Weekdays	REGISTRANTS		FINANCIAL			SERVICE		
X         Dedicated septicated sep	OCAL FLIGIBILITY CRITERION:		OPERATING COSTS AND F	REVENUES:		TYPE:	curb to curb	
X         Dedicated bedicated sep, 281         \$80,281         Weekdays Saturday Saturday           Yes         TOTAL: \$80,281         \$5,031         Holidays Barre Say, 625         ACAL-INS: Begistration	Unable to Board	×		Oper. Cost	Revenue	HOURS OF SERVICE:		
yes         Non-Dedicated         \$80,281         \$5,031         Sunday           yes         NET OPERATING COST:         \$75,259         CALL-INS:           yes         Provincial Share         \$37,625         Meservations           yes         Donations         \$37,625         Meservations           yes         AnnuAL ONE-WAY TRIPS:         Dedicated         Non-Ded.           yes         AnnuAL ONE-WAY TRIPS:         Dedicated         Non-Ded.           yes         AnnuAL ONE-WAY TRIPS:         Dedicated         Non-Ded.           yes         Annual Annu	Unable to Use	×	Dedicated	\$80,281		Weekdays	0900 to 1700	
yes         TOTAL:         \$80,281         \$5,031         Sunday           yes         Provincial Share         \$75,259         CALL-INS:           yes         Donations         \$37,625         METHODS:           yes         Donations         \$4,000         Reservations           yes         ANNUAL ONE-WAY TRIPS:         Dedicated Dedicated Dedicated Dedicated Annual One-WAY TRIPS:         Non-Ded Deduling Despectation Despectation Despectation Probabilities         Prededuling Scheduling Despectation Prededuling	Other		Non-Dedicated			Saturday		
NET OPERATING COST:   \$75,259   CALL-INS:			TOTAL:	\$80,281	\$5,031	Sunday		
NET OPERATING COST:	ELIGIBILITY COMMITTEE?	yes				Holidays		
yes         Provincial Share         \$37,625         METHODS:           yes         Municipal Share         \$4,000         Reservations           yes         ANNUAL ONE-WAY TRIPS:         Dedicated         Non-Ded.         Scheduling           yes         ANNUAL ONE-WAY TRIPS:         Dedicated         Non-Ded.         Preparatching           yes         ANNUAL ONE-WAY TRIPS:         Dedicated         Non-Ded.         Preparatching           - Ambulatory         1,548         Adult         \$2.50           - Ambulatory         1,576         Sundent         \$2.50           - TOTAL:         1,976         Sundent         \$2.50           Subscription         Prebooked         4%         Other           Companion         4%         Other           Companion         4%         Other           Demand-Response         1%         \$5.50           Demand-Response         1%         Companional Hours           ONACCALLED TRIPS:         Companional Hours	MEMBERS?	က	NET OPERATING COST:		\$75,259	CALL-INS:	min 24 hours, no max	
yes         Municipal Share         \$37,625         Registration           yes         Donations         \$4,000         Reservations           yes         ANNUAL ONE-WAY TRIPS:         Dedicated         Non-Ded.         Dispatching           2         Eligible - Wheelchair         428         FARE STRUCTURE:         Cash           - Ambulatory         1,548         Attendants/Companions         48         Adult         \$2.50           106         74%         Other (not eligible)         1,976         Student         \$2.50           106         74%         TOTAL:         1,976         Student         \$2.50           Subscription         Subscription         4%         Other Attendants (Companion)         \$2.50           CREENED?         Demand-Response         13%         Companion         4           SPACE?         yes         CANCELLED TRIPS:         Conventional Hours			Provincial Share		\$37,625	METHODS:		
yes         \$4,000         Reservations Scheduling           yes         ANNUAL ONE-WAY TRIPS:         Dedicated Dedicated Non-Ded.         Non-Ded.         Dispatching Scheduling           2         Eligible - Wheelchair - Ambulatory         1,548         FARE STRUCTURE:         Cash           - Ambulatory         1,548         Attendants/Companions         48         Adult \$2.50           106         74%         Other (not eligible)         1,976         Student           106         74%         TOTAL:         1,976         Student           Subscription         Subscription         Student         \$2.50           Subscription         Prebooked         4%         OTHER METHODS OF PAYMEN           SPACE?         Yes         Companion         Companion           UNACCOMMODATED TRIPS:         19         Conventional Hours           SPACE?         Yes         CANCELLED TRIPS:         Conventional Hours			Municipal Share		\$37,625	Registration	manually	
Yes   ANNUAL ONE-WAY TRIPS:   Dedicated   Non-Ded   Dispatching	REGISTRATION REQUIRED?	yes	Donations		\$4,000	Reservations	manually	
Yes   ANNUAL ONE-WAY TRIPS:   Dedicated   Non-Ded.   Dispatching	REGISTRATION CARDS?	yes				Scheduling	manually	
Ambulatory 1,548   FARE STRUCTURE: Cash - Ambulatory 1,548   Adult \$2.50	WAITING LIST?	yes	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
Attendants/Companions   1,548   Adult   4,5250	WAITING ON LIST?	2	Eligible - Wheelchair	428		FARE STRUCTURE:		
Attendants/Companions   Attendants/Companions   Adult   \$2.50			- Ambulatory	1,548		O,	Tickets/Cards	Monthly Pass
38         26%         Other (not eligible)         1,976         Child         \$2.50           106         74%         TOTAL:         1,976         Student         Senior           Subscription         Subscription         4%         Attendant         \$2.50           CREENED?         Prebooked         4%         OTHER METHODS OF PAYMEN           CREENED?         Demand-Response         1%         \$5.00 trip to Newmarket           UNACCOMMODATED TRIP REQUESTS:         19         CONMARISSON WITH CONVENTING           SPACE?         yes         Conventional Hours	NUMBER OF REGISTRANTS:		Attendants/Companions	48			\$2.50	
TOTAL: 1,976   Student			Other (not eligible)				\$2.50	
Senior Senior Senior Subscription	>		TOTAL:	1,976		Student		
TRIP TYPES: Attendant \$2.50	- Temporary							
Subscription Prebooked A Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: OANCELLED TRIPS: CONVENIENT HOUS CONVENIENT	Attendants/Companions		TRIP TYPES:				\$2.50	
Prebooked	Other (not eligible)		Subscription		13%	Companion		
Reservation Demand-Response 1% S5.00 trip to Newmarket UNACCOMMODATED TRIP REQUESTS: 19 COMPARISON WITH CONVENTI COMPARISON WITH CONVENTI CONVENTIONAL HOURS CANCELLED TRIPS: 242 Conventional Hours Conventional Hours			Prebooked		4%	Other		
Demand-Response 1% \$5.00 trip to Newmarket UNACCOMMODATED TRIP REQUESTS: 242 Conventional Hours  CANCELLED TRIPS: 242 Conventional Hours			Reservation		81%	OTHER METHODS OF PA	YMENT:	
yes CANCELLED TRIPS: 242 Conventional Hours	HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		1%	\$5.00 trip to Newmarket		
yes CANCELLED TRIPS: 242 Conventional Hours	annually		UNACCOMMODATED TRIP	REQUESTS:	19	COMPARISON WITH CON	VENTIONAL TRANSIT:	
Concession of the Character of the Chara	COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		242		No Conv. Service	
NO DE LA CONTROL	VISITOBS FI IGIBLE?	Ves	NO-SHOWS:		9	Fare Structure	No Conv. Service	

VEHICLES							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Nurr S-Wagon/Sedan	Number	Capacity	Capacity	Age	Revenue Total	36,336	NUMBER OF EMPLOYEES: Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators 1	
Small Buses	-	2	4	က	Revenue	2,000	Office	₩.
Purpose-Built					Total	2,000	Mainten.	₹** <b>*</b>
Other							Admin.	
TOTAL VEHICLES	<del>-</del>				AVAILABLE? no		Volun. TOTAL 1	6
Ownership: con	contracted operator	perator						
Maintenance: ope	operator				NO. OF OPERATORS:	_	UNIONS:	
							Specialized no	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11 1	11-2 2-4	6-9 9-4	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day	-	-			flat rate per trip	Ī	MAXIMUM WAGE RATES:	
Saturday							8	Conventional
Sunday					PAYMENT VERIFICATION:		Operators \$12.03	<b>m</b>
Holidays							Maintenance	
PERFORMANCE INDICATORS	NDIC	ATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		6.3%	Registrants/Capita	Capita		0.0048	Trips/Hour	66.0
Net Operating Cost/Capita		\$2.51	Revenue Ve	Revenue Vehicle Hours/Capita	upita	0.0667	Kilometres/Hour	18.17
Municipal Net Cost/Capita		\$1.25	Trips/Capita			0.0659	Average Kilometres/Trip	18.39
Share of Net Cost			Trips by Nor	Trips by Non-Dedicated Service	rvice		Trips/Registrant	13.72
- Provincial		20%					Unaccommodated Trip Requests	%96°0 st
- Municipal		20%	EFFECTIVENESS:	NESS:			Cancellations	12.25%
(incl. donations)			Cost/Trip	- Dedicated	מז	\$40.63	No-Shows	0.30%
				- Non-Dedicated	icated			
EFFICIENCY (Dedicated Service Only):	rice Only						VEHICLE UTILIZATION (Dedicated Service Only):	ated Service Only):
Cost/Hour		\$40.14	LABOUR PI	LABOUR PRODUCTIVITY:	,,		Revenue Hours/Vehicle	2,000
Cost/Kilometre		\$2.21	Hours/Operator	ator		2,000	Kilometres/Vehicle	36,336

TATED BY:	SERVICE OPERATED BY: municipality SERVICE STARTED IN:
MUNICIPAL CONTACT:	Jayce Foster Population SERVED:
	(705) 282-2420 SERVICE AREA (ha):
NS CONTACT:	OPERATIONS CONTACT: Jayce Foster ADVISORY COMMITTEE?
	(705) 282-2420 NUMBER OF MEMBERS:
FINANCIAL	SERVICE

	K)	(705) 282-2420		NUMBER OF MEMBERS
	FINANCIAL			SERVICE
	OPERATING COSTS AND REVENUES:	ÆNUES:		TYPE:
×		Oper. Cost	Revenue	HOURS OF SERVICE:
×	Dedicated	\$2,524		Weekdays
	Non-Dedicated			Saturday
	TOTAL:	\$2,524	\$1,113	Sunday
2				Holidays
	NET OPERATING COST:		\$1,411	\$1,411   CALL-INS:
	Provincial Share		\$1,023	\$1,023 METHODS:
	Municipal Share		\$388	Registration
2	Donations		\$610	Reservations
02				Scheduling
2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching
				100000000000000000000000000000000000000

LOCAL ELIGIBILITY CRITERION:

Unable to Board Unable to Use

door to door

						Monthly Pass						
			manually			Tickets/Cards						
			E			Cash	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00
METHODS:	Registration	Reservations	Scheduling	Dispatching	FARE STRUCTURE:		Adult	Child	Student	Senior	Attendant	Companion

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours Fare Structure

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

Subscription Reservation

139

IRIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

TOTAL:

- Ambulatory - Temporary OTHER METHODS OF PAYMENT:

100%

72

Attendants/Companions - Ambulatory Eligible - Wheelchair

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

ELIGIBILITY COMMITTEE? eligibility determined by staff

Other

MEMBERS?

Other (not eligible)

TOTAL:

						EMPLOYEES	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
S-Waron Sadan	Capacity	Capacity	Age	Revenue	650	650 NUMBER OF EMPLOYEES:	
Modified Vans				TOTAL LICENSES.	920	Full Time	Part Time
Small Buses				Revenue	300	Operations	
Purpose-Built 1				Total	3 7	Cince	
Other				, contract	17	Mainten.	,
TOTAL VEHICLES 1				IS NON-DEDICATED SERVICE		Volin	- +
				AVAILABLE? no		TOTAL	- 2
Ownership: municipality							
Maintenance: municipality				NO. OF OPERATORS:	_	UNIONS:	
						Specialized no	
				PAYMENT METHOD:		Conventional	
6-9	11-2 2-4	4-6 6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)			
Peak Day				flat rate per trip	~	MAXIMUM WAGE RATES:	
Saturday		1				Specialized	Conventional
Sunday	<b>-</b>	-		PAYMENT VERIFICATION:		Operations	
Holidays						Maintenance	
PERFORMANCE INDICATORS	ATORS					Mainten for No	
FINANCIAL:		SERVICE				CEDIACT IT IT IT IT IT	
R/C = Op. Revenue/Op.Cost	44.1%	Registrante/Canita	zis		7007	SCHANE CHICKARON.	i
Net Operating Cost/Capita	\$141	Revenue Vehicle House/Canita	to House/Can		0.1390	I rips/r-tour	0.01
Municipal Net Cost/Capita	\$0.30	Trinc Conito	the second		7240	Nometres/Hour	0.53
Share of Net Cost	6000	Trinc by Man D	odinesses of		0.0150	Average Kilometres/Trip	43.33
- Provincial	%82	the sylven contains solvice	anicales ser			Inps/Registrant	0.11
- Municipal	7820	CECEOTINGNICOO.	.00			Unaccommodated Trip Requests	
(incl. donations)	3	Confidence	3			Cancellations	
		du desp	- Dedicated - Non-Dedicated		\$168.27	No-Shows	
EFFICIENCY (Dedicated Service Only):						VEHICLE LITTE 17ATION (Dodinated Society Cont.)	Consiso Only.
Cost/Hour	\$206	LABOUR PRODUCTIVITY	DUCTIVITY:			Description United Medical	Sarvica Oilly).
Cost/Kilometre	\$3.88	Hours/Onerator				Severine mousy verilide	427'1
Maintonanco Comediamona		5			-	Niometres/venicle	250

		19				
	SERVICE OPERATED BY: transit commission	transit commission	SERVICE STARTED IN:	August	1977	
Guelph	MUNICIPAL CONTACT:	Robert Coghill	POPULATION SERVED:			87,000
Mobility Service Inc.		(519) 822-1811	SERVICE AREA (ha):			6,871
	OPERATIONS CONTACT: Debbie Diebolt/Val Slade	Debbie Diebolt/Val Slade	ADVISORY COMMITTEE?		yes	
		(519) 836-9411	NUMBER OF MEMBERS:			7
REGISTRANTS	FINANCIAL		SERVICE			
				acrossible door		

		OPERATIONS CONTACT:	Debbie Diebolt/Val Slade	ade	ADVISORY COMMITTEE?	EE;	<b>8</b>	
			(519) 836-9411		NUMBER OF MEMBERS:	RS:		
REGISTRANTS		FINANCIAL			SERVICE			
OCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	ac	accessible door	
I hable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Inable to Use	:	Dedicated	\$379,340		Weekdays	07	0745 to 2315	
Other		Non-Dedicated	\$58,307		Saturday	8	0830 to 2315	
2		TOTAL:	\$437,647	\$68,794	Sunday			
ELICIBII ITY COMMITTEE?	02				Holidays			
MEMBERS?	!	NET OPERATING COST:		\$368,853	\$368,853 CALL-INS:	2	no min, no max	
modical/health pmfessional		Provincial Share	n/a		METHODS:			
		Municipal Share	n/a		Registration	8	computer assisted	
PEGISTRATION REQUIRED?	Ves	Donations		\$463	Reservations	8	computer assisted	
PEGISTRATION CARDS?	02				Scheduling	8	computer assisted	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	Ë	manually	
WAITING ON 1872	!	Eligible - Wheelchair			FARE STRUCTURE:			
		- Ambulatory	19,147		•	Cash	Tickets/Cards	Mo
NIMABER OF BEGISTRANTS.		Aftendants/Companions	1,947		Adult	\$1.30	\$1.13	
Elizible Wheelchair	454 35%	Other (not eligible)			Child	\$1.30	\$1.13	
Manager Angles		TOTAL	35,609	11,124	Student	\$1.30	\$1.13	
Tomorano		i			Senior	\$1.30	\$1.13	
Jacobson Company		TRIP TYPES.			Attendant	\$1.30	\$1.13	
Aliendanis/Companions				, oo L	Coincana	£4 30	\$1.13	

\$1.10 \$1.10 \$1.10 \$1.10 \$1.10 \$1.10

> \$1.13 \$1.13

\$1.30 \$1.30

25% 40% %8

Subscription Reservation

Prebooked

1,303

Other (not eligible) TOTAL:

COMPARISON WITH CONVENTIONAL TRANSIT: tickets can be purchased for 8 for \$9.00

OTHER METHODS OF PAYMENT:

Other Companion

same same

Conventional Hours

5,446 333

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

) 88 **X** 

COMPANIONS ALLOWED IF SPACE? every 4 or 5 years

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

Fare Structure

\$1.10 inthly Pass

VEHICLES							EMPLOYEES	
		Wheelchair	Ambulatory	Average	KILOMETRES:			
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	161,333	NUMBER OF EMPLOTEES. Full Time P.	Part Time
S-Wagon/Sedan					JAL HOURS:			m
Small Buses	9	S	4	ო	Revenue	9,302	Office 2	
Purpose-Built	-	9	9	·	Total	12,822	Mainten.	
Other							Admirt.	
TOTAL VEHICLES	7				IS NON-DEDICATED SERVICE AVAILABLE?		TOTAL 6	e
Ownership:	transit commission	mission			NO. OF OPERATORS:	-	1 UNIONS:	
Mainerial N.C.							Specialized ATU Local 1189	8
FI FET DISTRIBUTION:					PAYMENT METHOD:		Conventional ATU Local 1189	8
6-9	9 9-11	11-2 2-4	9-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 3			4	-	meter rate		MAXIMUM WAGE RATES:	Continuational
Saturday	-	1					Specialized	\$15 94
Sunday					PAYMENT VERIFICATION:		Maintenance \$19.12	\$19.12
Holidays					Tare receipts compared weeky			
PERFORMANCE IND		CATORS						
FINANCIAI -			SERVICE:				SERVICE UTILIZATION:	
De Demando Cost	100	15.7%	Registrants/Capita	Capita		0.0150	Trips/Hour	3.83
Net Operation Cost/Capita	, E	\$424	Revenue V	Revenue Vehicle Hours/Capita	apita	0.1069	Kilometres/Hour	17.34
Municipal Net Cost/Canita	1 5		Trips/Capita	rri		0.5372	Average Kilometres/Trip	4.53
Share of Net Cost	1		Trips by No	Trips by Non-Dedicated Service	avice	24%	Trips/Registrant	35.87
- Provincial		20%					Unaccommodated Trip Requests	i
Municipal		20%	EFFECTIVENESS:	ENESS:			Cancellations	11.65%
(incl donations)			Cost/Trip	- Dedicated		\$10.65	No-Shows	0.71%
(mar concurs)				- Non-Dedicated	licated	\$5.24		
EFFICIENCY (Dedicated Service Only):	Service On	W):					VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Coet/Hour		\$40.78		LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	1,329
Cost/Kilometre		\$2.35		rator		2,067	Kilometres/Vehicle	23,048
Maintenance Cost/Kilometre	ere	\$0.93						
					62			

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	May	1981	
Halton Hills		MUNICIPAL CONTACT:	Robert Butrym		POPULATION SERVED:			36,800
ActiVan			(905) 873-2600		SERVICE AREA (ha):			28,065
		OPERATIONS CONTACT:	Ted Tyler		ADVISORY COMMITTEE?	C:	yes	
			(519) 853-1550		NUMBER OF MEMBERS:			7
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	curb to curb		
Unable to Board	×		Oper. Cost	Revenue	오	0000		
Unable to Use	×	Dedicated Non-Dedicated	\$/3,388		Saturday	0000 10000		
		TOTAL:	\$73,399	\$6,305		1000 to 1300		
ELIGIBILITY COMMITTEE?	5				Holidays			
MEMBERS?		NET OPERATING COST:		\$67,094	CALL-INS:	min 24 hour, max 7 days	x 7 days	
administrative staff/advisory committee		Provincial Share		\$38,994	METHODS:			
		Municipal Share		\$28,100	Registration	manually		
REGISTRATION REQUIRED?	yes	Donations		\$1,005	Reservations	manually		
REGISTRATION CARDS?	yes				Scheduling	manually		
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:			
		- Ambulatory			O	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions				\$1.00		
Eligible - Wheelchair 20	0 15%	Other (not eligible)			Child	\$1.00		
- Ambulatory 110	3 81%	TOTAL:	5,586		Student			
- Temporary 5	5 4%				Senior	\$1.00		
Attendants/Companions		TRIP TYPES:			Attendant \$	\$1.00		
Other (not eligible)		Subscription		36%	Companion	\$1.00		
TOTAL: 135	10	Prebooked		18%				
		Reservation		45%	OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		5%				
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	250	250 COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSI		
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		100	Conventional Hours	No Conv. Service	8	
VISITORS ELIGIRI E2	, Nes	NO-SHOWS:		50	Fare Structure	No Conv. Service	8	

	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
Number	er Capacity	Capacity	Age	Revenue	41,266	41,266 NUMBER OF EMPLOYEES:	
				Total	45,266	Full Time	Part Time
	1 2	4	9	ANNUAL HOURS:		Operators 1	-
				Revenue	1,765	Office	-
				Total	2,400	Mainten.	<del></del>
						Admin.	4
TOTAL VEHICLES				IS NON-DEDICATED SERVICE		Volun.	
				AVAILABLE? no		TOTAL 1	7
municipality	pality						
operator	ŏ			NO. OF OPERATORS:		UNIONS:	
						Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
6-9 9-11	11-2	4-6 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
		-				MAXIMUM WAGE RATES:	
						Specialized	Conventional
	-			PAYMENT VERIFICATION:		Operators	
						Maintenance	
PERFORMANCE INDI	DICATORS						
		SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	8.6%	Registrants/Capita	Capita		0.0037	Trips/Hour	3.16
Net Operating Cost/Capita	\$1.82	Revenue V	Revenue Vehicle Hours/Capita	pita	0.0480	Kllometres/Hour	23.38
Municipal Net Cost/Capita	\$0.76	Trips/Capita	ū		0.1518	Average Kilometres/Trip	7.39
		Trips by No	Trips by Non-Dedicated Service	avice		Trips/Registrant	41.38
	58%					Unaccommodated Trip Requests	4.48%
	45%	EFFECTIVENESS:	ENESS:			Cancellations	1.79%
(incl. donations)		Cost/Trip	- Dedicated	Q	\$13.14	No-Shows	%06.0
			- Non-Dedicated	licated			
EFFICIENCY (Dedicated Service Only):	Only):					VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
	\$41.59	LABOUR F	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	1,765
	\$1.78	Hours/Operator	rator		1,177	Kilometres/Vehicle	41,266
Maintenance Coet/Cilometre	8018						

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	January 19	1988
Halton Region		MUNICIPAL CONTACT:	Joan Kaczmarski		POPULATION SERVED:		313,136
Pegasus			(416) 825-6000		SERVICE AREA (ha):		300,612
•		OPERATIONS CONTACT:	Ted Tyler		ADVISORY COMMITTEE?		yes
			(416) 364-1034		NUMBER OF MEMBERS:		10
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door	
Unable to Board	×	Dedicated	S90.262	Revenue	Revenue HOURS OF SERVICE: Weekdays	0730 to 1730	
Other	<	Non-Dedicated			Saturday		
		TOTAL:	\$30,262	\$10,567	Sunday		
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	က	NET OPERATING COST:		\$79,695	\$79,695 CALL-INS:	min 24 hours, no max	×
		Provincial Share		\$39,847	METHODS:		
		Municipal Share		\$39,848	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	2				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	1,113		FARE STRUCTURE:		
		- Ambulatory	1,943			Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	99			\$3.50	
Eligible - Wheelchair	123 39%	other (not eligible)				53.50	
- Ambulatory	188 60%	, TOTAL:	3,056		Student	\$3.50	
- Temporary	3 1%	.0			Senior	\$3.50	
Attendants/Companions		TRIP TYPES:				\$3.50	
Other (not eligible)		Subscription			Companion	\$3.50	
TOTAL:	314	Prebooked			Other	\$3.50	
		Reservation			OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?	IED?	Demand-Response					
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	Say ?	CANCELLED TRIPS:		82		No Conv. Service	
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure	No Conv. Service	

	51	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: NI	Number	Capacity	Capacity	Age	Revenue	74,139	NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Total	74,139	Full Time	Part Time
Modified Varis	-	2	4/5	4	ANNUAL HOURS:		Operators 1	2
	-	4	9	5	Revenue	2,576	Office	ო
					Total	2,576	Mainten.	2
							Admin.	9
TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL 1	13
E	municipality	,						
Maintenance: mi	municipality				NO. OF OPERATORS:		UNIONS	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11 11-2		6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
~		-					MAXIMUM WAGE RATES:	
							Specialized	Conventional
					PAYMENT VERIFICATION:		Operators	
PERFORMANCE INDI		CATORS						
			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		11.7%	Registrants/Capita	Capita		0.0010	Trips/Hour	1.19
Net Operating Cost/Capita		\$0.25	Revenue Ve	Revenue Vehicle Hours/Capita	pita	0.0082	Kiometres/Hour	28.78
Municipal Net Cost/Capita		\$0.13	Trips/Capita			0.0098	Average Kilometres/Trip	24.26
Share of Net Cost			Trips by Nor	Trips by Non-Dedicated Service	avice		Trips/Registrant	9.73
		20%					Unaccommodated Trip Requests	
		20%	EFFECTIVENESS:	NESS:			Cancellations	2.68%
(incl. donations)			Cost/Trip	- Dedicated	70	\$29.54	No-Shows	
				- Non-Dedicated	icated			
dicated Ser	EFFICIENCY (Dedicated Service Only):						VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
		\$35.04	LABOUR PR	LABOUR PRODUCTIVITY:	2.		Revenue Hours/Vehicle	1,288
		\$1.22	Hours/Operator	ator		1,288	Kilometres/Vehicle	37,070
Maintenance Coet/Kilomotto		\$0 00						

	1976	520,000	202	yes	16		oor		5300	2300	2300	5300	min 48 hours, no max		computer assisted	computer assisted	computer assisted	computer assisted		Tickets/Cards Monthly Pass	\$55.00	\$55.00	\$55.00	\$55.00						RANSIT:	
	ARTED IN:	N SERVED:	IEA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:		door to door		0700 to 2300	0800 to 2300	0800 to 2300	0800 to 2300	min 48 ho		computer		computer	computer		Cash Ticke	Adult \$1.70	Child \$1.70	Student \$1.70	Senior \$1.70		Companion \$1.70	Other \$1.70	DDS OF PAYMENT:	S.	COMPARISON WITH CONVENTIONAL TRANSIT:	
	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY (	NUMBER OF	SERVICE	TYPE:	Revenue HOURS OF SERVICE:	Weekdays	Saturday	\$1,050,000 Sunday	Holidays	\$5,950,000 CALL-INS:	\$3,629,500 METHODS:	\$2,320,500 Registration	\$11,000 Reservations	Scheduling	Non-Ded. Dispatching	FARE STRUCTURE:		_		344,000		Atte	Comp	35%	65% OTHER METHODS OF PAYMENT:	Agency Rates	COMPARISON	
/9	non-profit organization	Rich Chesal	(905) 528-4200	Mary Spano	(905) 529-1212			Oper. Cost	\$4,571,000	\$2,429,000	\$7,000,000 \$1,		\$5	\$3	\$2			Dedicated					188,000							REQUESTS:	
	SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:		FINANCIAL	OPERATING COSTS AND REVENUES:		Dedicated	Non-Dedicated	TOTAL:		NET OPERATING COST:	Provincial Share	Municipal Share	Donations		ANNUAL ONE-WAY TRIPS:	Eligible - Wheelchair	- Ambulatory	Attendants/Companions	Other (not eligible)	TOTAL		TRIP TYPES:	Subscription	Prebooked	Reservation	Demand-Response	UNACCOMMODATED TRIP REQUESTS:	
								×	×			02				yes	2	01				5,200 40%	7,800 60%				13,000		ENED?		
		Hamilton	D.A.R.T.S.			REGISTRANTS	LOCAL ELIGIBILITY CRITERION:	Unable to Board	Unable to Use	Other		ELIGIBILITY COMMITTEE?	MEMBERS?	eligibility determined by staff		REGISTRATION REQUIRED?	REGISTRATION CARDS?	WAITING LIST?	WAITING ON LIST?		NUMBER OF REGISTRANTS:	Eligible - Wheelchair	- Ambulatory	- Temporary	Attendants/Companions	Other (not eligible)	TOTAL:		HOW OFTEN IS REG. LIST SCREENED?	annually	

1 1 2 1 2								
		Wheelchair	Ambulatory	Average	KILOMETRES:			
	Number	Capacity	Capacity	Age	Revenue 2,	2,197,000	2,197,000 NUMBER OF EMPLOTEES.	Part Time
S-Wagon/Sedan					IAL HOURS:	200,100	Operators 43	8
Modified Vains	,	u	*	α	Bevenue	103,719	Office 18	
Small Buses	/ [	n	+			400 740	Mainton	
Purpose-Built	56	ထ	4	N	IZIO:	2,3	Admin A	
Other	45			9				c
TOTAL VEHICLES	88				IS NON-DEDICATED SERVICE AVAILABLE? yes		Volun. TOTAL 64	40
Ownership:	nunicipalif	municipality, contract operator	Ď					
è.	contracted operator	operator			NO. OF OPERATORS:	4	1 UNIONS:	CUPE Local 3418
CI EET DISTBIBI (TION:					PAYMENT METHOD:		777	
6.9	9-11	11-2 2-4	4-6 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 70					flat rate per trip		MAXIMUM WAGE RATES:	
	35	40 25	15 18	10			Specialized	
Sunday	32	35 20	20 15	10	PAYMENT VERIFICATION:		Operators \$17	\$17.60
Holidays	18		14 12	co.			Maintenance	
PERFORMANCE IND		CATORS					,	
FINANCIAI -			SERVICE:				SERVICE UTILIZATION:	
	,	15 NO.	Ponistrants Capita	Canita		0.0250	Trips/Hour	F8:
H.C = Op. Revenue/Op. Cast	10	811 44	Revenue V	Revenue Vehicle Hours/Capita	apoita	0.1995	Kilometres/Hour	21.18
Net Operating Coof Capita		\$446	Trips/Capita	m		1.0231	Average Kilometres/Trip	11.69
Share of Net Cost			Trips by Nc	Trips by Non-Dedicated Service	Service	%59	Trips/Registrant	40.92
- Provincial		61%					Unaccommodated Trip Requests	
Minicipal		36%	EFFECTIVENESS:	ENESS:			Cancellations	%98.0
(incl donations)			Cost/Trip	- Dedicated	pa	\$24.31	No-Shows	%02.0
(mor. contained)				- Non-Dedicated	dicated	\$7.06		
EFFICIENCY (Dedicated Service Only):	Service On	ıly):					VEHICLE UTILIZATION (Dedicated Service Unit).	dicaled service Ully).
Cost/Hour		\$44.07	LABOUR	LABOUR PRODUCTIVITY:	÷		Revenue Hours/Vehicle	6/1/1
Cost/Kilometre		\$2.08	Hours/Operator	rator		1,673	Kilometres/Vehicle	24,400
		1100						

			69				
		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	April 1	1992
Ingersoll		MUNICIPAL CONTACT:	Edward Hunt		POPULATION SERVED:		9,378
Ingersoll Paratransit			(519) 485-0120		SERVICE AREA (ha):		1,239
		OPERATIONS CONTACT:	Florence Hutson		ADVISORY COMMITTEE?	7	yes
			(519) 485-6663		NUMBER OF MEMBERS:		10
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$37,834		Weekdays	0900 to 1730	
Other		Non-Dedicated	\$10,597		Saturday		
		TOTAL:	\$48,431	\$3,652	Sunday		
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	က	NET OPERATING COST:		\$44,779	CALL-INS:	min 2 hours, max 1 day	day
		Provincial Share			METHODS:		
		Municipal Share			Registration	computer assisted	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	336		FARE STRUCTURE:		
		- Ambulatory		2,936	Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions		156	Adult	\$1.00	
Eligible - Wheelchair	53 36%	Other (not eligible)	40		Child	\$1.00	
- Ambulatory	94 64%	TOTAL:	336	2,936	Student	\$1.00	
- Temporary					Senior	\$1.00	
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion		
TOTAL: 14	147	Prebooked			Other		
		Reservation			OTHER METHODS OF PAYMENT:	NT:	
HOW OFTEN IS REG. LIST SCREENED?	c.	Demand-Response					
every time there is a new appl	licant appr	every time there is a new applicant approveUNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		137		No Conv. Service	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		6	Fare Structure		
	-	-	-	Acres and	And with the same		

VENIOLES						_	EMPLOYERS	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	_	NUMBER OF EMPLOYEES:	Part Time
d-wagon/sedan					Company			
Modified Varis					ANNUAL HOURS:		Operators	
Small Buses					Revenue		Office	
Purpose-Built					Total		Mainten.	<del>-</del>
Other							Admin.	
TOTAL VEHICLES					IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? yes		TOTAL	***
Ownership:	contracted operator	perator						
Maintenance:	contracted op	operator			NO. OF OPERATORS:	-	UNIONS:	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Corrventional	
9	6-9 9-11 1	11-2 2-4	4-6 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day					flat rate per trip	_	MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	
Holidays							Maintenance	
PERFORMANCE INDI		CATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	Cost	7.5%	Registrants/Capita	apita		0.0157	Trips/Hour	
Net Operating Cost/Capita	ita	\$4.7	Revenue Ve	Revenue Vehicle Hours/Capita	apita		Kilometres/Hour	
Municipal Net Cost/Capita	ita		Trips/Capita			0.3489	Average Kilometres/Trip	
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	avice	%06	Trips/Registrant	22.26
- Provincial							Unaccommodated Trip Requests	
- Municipal			EFFECTIVENESS:	NESS:			Cancellations	4.19%
(incl. donations)			Cost/Trip	- Dedicated	ס	\$112.60	No-Shows	0.28%
				- Non-Dedicated	icated	\$3.61		
EFFICIENCY (Dedicated Service Only):	d Service Only).	••					VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour			LABOUR PF	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	
Cost/Kilometre			Hours/Operator	ttor			Kilometres/Vehicle	

Kapuskasing Handi-Trans Service No Data Received  R E G I S T R A N T S LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other  ELIGIBILITY COMMITTEE? MEMBERS?  REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING UIST? NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatony - Temporary Attendants/Companions Other (not eligible)	SERVICE OPERATED BY:  MUNICIPAL CONTACT:  OPERATIONS CONTACT:  OPERATIONS CONTACT:  OPERATING COSTS AND REVENUES:  Oper. Cost  Dedicated  Non-Dedicated  TOTAL:  NET OPERATING COST:  Provincial Share  Municipal Share  Donations  ANNUAL ONE-WAY TRIPS:  Eligible - Wheelchair  - Ambulatory  Attendants/Companions  Other (not eligible)  TOTAL:  TRIP TYPES: Subscription  Processing  Procesing  Processing  Processing  Processing  Processing  Processing	SERVICE STARTED IN: POPULATION SERVED: SERVICE AREA (ha): ADVISORY COMMITTEE?  NUMBER OF MEMBERS: SE N I C E TYPE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration Reservations Scheduling Dispatching FARE STRUCTURE: Child Student Senior Attendant Companion Other METHODS OF PAYMENT:	Monthly Pass
HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE? VISITORS FI IGIBLE?	Heservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS:	COMPARISON WITH CONVENTIONAL TRANSIT:  Conventional Hours  Face Structure	<u> </u>

Wheelchair VEHICLE TYPES: Number Capacity S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other TOTAL VEHICLES Ownership: Maintenance:	air Ambulatory Average	ANIMIA KII OMETBES:	
Number LES			
Modified Vans Small Buses Purpose-Built Other TOTAL VEHICLES Ownership:	AN Capacity Age	Revenue	NUMBER OF EMPLOYEES: Full Time Part Time
Small Buses Purpose-Built Other TOTAL VEHICLES Ownership: Maintenance:		ANNUAL HOURS:	Operators
Purpose-Built Other TOTAL VEHICLES Ownership: Maintenance:		Revenue	Office
Other TOTAL VEHICLES Ownership: Maintenance:		Total	Mainten.
TOTAL VEHICLES Ownership: Maintenance:			Admin.
Ownership: Maintenance:		IS NON-DEDICATED SERVICE	Volun.
Ownership: Maintenance:		AVAILABLE	
Maille lance.		NO. OF OPERATORS:	UNIONS:
			Specialized
ELEET DISTRIBUTION:		PAYMENT METHOD:	Conventional
9 9-11 11-2	2-4 4-6 6-9 9-12 12+	(ie. flat rate, hourly, per km etc.)	
Saturday			Specialized
Sunday		PAYMENT VERIFICATION:	Operators Maintenance
PERFORMANCE INDICATORS	S		
FINANCIAL:	SERVICE:		SERVICE UTILIZATION:
R/C = Op.Revenue/Op.Cost	Registrants/Capita		Trips/Hour
Net Operating Cost/Capita	Revenue Vehicle Hours/Capita	Capita	Kilometres/Hour
Municipal Net Cost/Capita	Trips/Capita		Average Kilometres/Trip
Share of Net Cost	Trips by Non-Dedicated Service	Service	Trips/Registrant
- Provincial			Unaccommodated Trip Requests
- Municipal	EFFECTIVENESS:		Cancellations
(incl. donations)	Cost/Trip - Dedicated	ited	No-Shows
	G-non -	- Non-Dedicated	
EFFICIENCY (Dedicated Service Only):			VEHICLE UTILIZATION (Dedicated Service Only):
Cost/Hour	LABOUR PRODUCTIVITY:	<u> </u>	Revenue Hours/Vehicle
Cost/Kilometre	Hours/Operator		Kilometres/Vehicle
Maintenance Cost/Kilometre			

	SERVICE OPERATED BY:	non-profit organization	U.	SERVICE STARTED IN:	June	1980	
Kenora	MUNICIPAL CONTACT:	Karen Brown		POPULATION SERVED:			15,000
Tri-Municipal Transit Service		(807) 467-2000		SERVICE AREA (ha):			23,883
	OPERATIONS CONTACT:	Karen Brown		ADVISORY COMMITTEE?			
		(807) 467-2000		NUMBER OF MEMBERS:			
REGISTRANTS	FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:			
Unable to Board		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	Dedicated	\$72,317		Weekdays			
Other	Non-Dedicated	\$632		Saturday			
	TOTAL:	\$72,949	\$10,691	Sunday			
ELIGIBILITY COMMITTEE?				Holidays			
MEMBERS?	NET OPERATING COST:		\$62,258	\$62,258 CALL-INS:			
	Provincial Share		\$45,074	METHODS:			
	Municipal Share		\$17,194	Registration			
REGISTRATION REQUIRED? yes	Donations		\$5,125	Reservations			
REGISTRATION CARDS? no				Scheduling			
WAITING LIST?	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching			
WAITING ON LIST?	Eligible - Wheelchair	8,300		FARE STRUCTURE:			
	- Ambulatory			Cash	h Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions			Adult			
Eligible - Wheelchair	Other (not eligible)			Child			
- Ambulatory	TOTAL:	8,300		Student			
- Temporary				Senior			
Attendants/Companions	TRIP TYPES:			Attendant			
Other (not eligible)	Subscription		40%	Companion			
TOTAL:	Prebooked		10%	Other			
	Reservation		40%	OTHER METHODS OF PAYMENT:	ENT:		
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		10%		Tions of the second		
	UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	8	60 COMPARISON WITH CONVENTIONAL I HANSII:	TIONAL IHANSII		
COMPANIONS ALLOWED IF SPACE?	CANCELLED TRIPS:		98	Conventional Hours			
VISITORS ELIGIBLE?	NO-SHOWS:		120	Fare Structure	same		

11011								EMPLOIE E	O LI	
		Wheelchair		Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity		Capacity	Age	Revenue	20,000	20,000 NUMBER OF EMPLOYEES:		Part Time
d-wagailyacaal						Policial and	20,02	- Contraction		-
Modified Varis						ANNUAL HOURS.	1	Operators	-	-
Small Buses	<del>• ,</del>	•			new	Revenue	5,460	Office		
Purpose-Built						Total	5,460	Mainten.		
Other								Admin.		
TOTAL VEHICLES	-					IS NON-DEDICATED SERVICE	щ	Volun.		
						AVAILABLE? yes		TOTAL	· Provi	-
Ownership:	transit commission	mission								
Maintenance:						NO. OF OPERATORS:	a	UNIONS:		
								Specialized		
FLEET DISTRIBUTION:						PAYMENT METHOD:		Conventional		
6-9	9 9-11	11-2 2-4	4 4-6	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)	a			
Peak Day								MAXIMUM WAGE RATES:	E RATES:	
Saturday 1	-	-	_	***	-				Specialized	Conventional
Sunday 1	-	-	-	-	-	PAYMENT VERIFICATION:		Operators	\$12.82	
Holidays 1	-	-	-	-	-	taxi service		Maintenance	\$17.34	
PERFORMANCE INDICATORS	EINDI	CATORS								
FINANCIAL:				SERVICE:				SERVICE UTILIZATION:	ZATION:	
R/C = Op.Revenue/Op.Cost	SS	14.7%	.0	Registrants/Capita	Capita			Trips/Hour		1.52
Net Operating Cost/Capita	æ	\$4.15	10	Revenue V	Revenue Vehicle Hours/Capita	Capita	0.3640	Kilometres/Hour		3.66
Municipal Net Cost/Capita		\$1.15	10	Trips/Capita	rrt.		0.5533	Average Kilometres/Trip	tres/Trip	2.41
Share of Net Cost				Trips by No	Trips by Non-Dedicated Service	Service		Trips/Registrant		
- Provincial		72%	. 0					Unaccommodat	Unaccommodated Trip Requests	0.72%
- Municipal		28%	. 0	EFFECTIVENESS:	ENESS:			Cancellations		0.43%
(incl. donations)				Cost/Trip	- Dedicated	ated	\$8.71	No-Shows		1.45%
					-Non-D	- Non-Dedicated				
EFFICIENCY (Dedicated Service Only):	Service Only	y):						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$13.24	-	LABOUR P	LABOUR PRODUCTIVITY:	77:		Revenue Hours/Vehicle	Vehicle	
Cost/Kilometre		\$3.62	01	Hours/Operator	ator		3,640	Kilometres/Vehicle	95	

		SERVICE OPERATED BY:	non-profit organization	E	SERVICE STARTED IN:	September	1967
Kingston		MUNICIPAL CONTACT:	R.K. Flebig		POPULATION SERVED:		89,000
Access Bus			(613) 546-4291		SERVICE AREA (ha):		7,072
		OPERATIONS CONTACT:	Lou Carpentier		ADVISORY COMMITTEE?		yes
			(613) 542-2512		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use		Dedicated	\$989,621		Weekdays	0730 to 2300	
Other	×	Non-Dedicated	\$15,203	020 020	Saturday	0900 to 2300	
CICION BY CONMITTEES	5	1	+20,400,14	0,000	Holidays	0900 to 2100	
MEMBERS?	2	NET OPERATING COST:		\$773,954	\$773,954 CALL-INS:	no min, max 14 days	ays
medical/health professional		Provincial Share		\$586,981	METHODS:		
		Municipal Share		\$304,367	Registration	computer assisted	
REGISTRATION REQUIRED?	88	Donations		\$25,473	Reservations	computer assisted	
REGISTRATION CARDS?	2				Scheduling	computer assisted	
WAITING LIST?	9	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	77
WAITING ON LIST?		Eligible - Wheelchair	64,415		FARE STRUCTURE:		
		- Ambulatory	9,805	3,871	Cash	희	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	6,283				0
Eligible - Wheelchair 1,	1,286 79%	Other (not eligible)			Child \$1.		0
	306 19%	TOTAL:	74,220	3,871	Student \$1.		0
- Temporary	40 2%				Senior \$1.		0
Attendants/Companions		TRIP TYPES:				•	0
Other (not eligible)		Subscription		34%	Companion \$1.	\$1.25 10\\$12.00	0
TOTAL:	1,632	Prebooked		23%	Other		
		Reservation		31%	OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?	25	Demand-Response		12%	Charges trips @ \$2.50 plus fare \$1.25 - \$3.75	fare \$1.25 - \$3.75	
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	971	COMPARISON WITH CONVENTIONAL TRANSIT:	NTIONAL TRANSIT	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		17,882	Conventional Hours	shorter	
or locally onorhous	2007	AIO CHOMC.		1 588	Fare Stricture	omea	

		M	Wheelchair	Ambulatory	atory	Average		ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number		Capacity	हिं	Capacity	41	Age	Revenue	320,217	320,217 NUMBER OF EMPLOYEES:		
S-Wagon/Sedan							-	Total	394,057	리	Full Time Pa	Part Time
Modified Vans	1		9		က		4	ANNUAL HOURS:		Operators	13	7
Small Buses	Ø		9		4		8	Revenue	28,750	Office	2	~
Purpose-Built							-	Total	30,892	Mainten.		
Other										Admin.	m	
TOTAL VEHICLES	20							IS NON-DEDICATED SERVICE		Volun.		
							•	AVAILABLE? yes		TOTAL	18	თ
Ownership:	non-profit organiz	it organiz										
Maintenance:	contracted	out be						NO. OF OPERATORS:	2	2 UNIONS:		
										Specialized	CBRT & GW Local 291	ocal 291
FLEET DISTRIBUTION:								PAYMENT METHOD:		Conventional	CBRT & GW Local 291	ocal 291
6-9	9-11	11-2	24	9	6-9	9-12 1	12+ (	(ie. flat rate, hourly, per km etc.)				
Peak Day 12	12	00	13	13	က	-	-	flat rate/meter rate		MAXIMUM WAGE RATES:	E RATES:	
Saturday	က	က	က	က	2	-					Specialized	Conventional
Sunday	က	က	က	က	0	-		PAYMENT VERIFICATION:		Operators	\$13.08	\$16.84
Holidays	က	က	က	ဇ	ဇ			receipts		Maintenance		\$17.75
PERFORMANCE IND	E IND	_	CATORS									
FINANCIAL:				S	SERVICE:					SERVICE UTILIZATION:	IZATION:	
R/C = Op.Revenue/Op.Cost	St		23.0%	Re	Registrants/Capita	Capita			0.0183	Trips/Hour		2.58
Net Operating Cost/Capita	m		\$8.70	Re	venue V	Revenue Vehicle Hours/Capita	urs/Capi	ta tra	0.3230	Kilometres/Hour	<u></u>	11.14
Municipal Net Cost/Capita			\$3.42	Tri	Trips/Capita	eet			0.8774	Average Kilometres/Trip	stres/Trip	4.31
Share of Net Cost				Tri	os by No	Trips by Non-Dedicated Service	ted Serv	rice	2%	Trips/Registrant		47.85
- Provincial	,		75%							Unaccommoda	Inaccommodated Trip Requests	1.24%
- Municipal			25%	出	EFFECTIVENESS:	ENESS:				Cancellations		22.90%
(incl. donations)				8	Cost/Trip	- De	- Dedicated		\$13.33	No-Shows		2.03%
						- No	- Non-Dedicated	ated	\$3.93			
EFFICIENCY (Dedicated Service Only):	Service O	nty):								VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	service Only):
Cost/Hour			\$34.45	3	BOUR P	LABOUR PRODUCTIVITY:	'IVITY:			Revenue Hours/Vehicle	Nehicle	1,438
Cost/Kilometre			\$3.09	4	Hours/Operator	rator			1,742	Kilometres/Vehicle	icle	16,011
Maintenance Cost/Kilometre	ilre.		\$0.23									

		SERVICE OPERATED BY:	non-profit organization	ion	SERVICE STARTED IN:	October	1973	
Kitchener-Waterloo		MUNICIPAL CONTACT:	Roger Freeborn		POPULATION SERVED:	Ŀ.		249,735
Project Lift Inc.			(519) 741-2250		SERVICE AREA (ha):			14,000
		OPERATIONS CONTACT:	Dave Smith		ADVISORY COMMITTEE?	E?	yes	
			(519) 744-5150		NUMBER OF MEMBERS:	i;		21
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door	door	
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$1,714,181		Weekdays	0700 to 0100	8	
Other		Non-Dedicated	\$323,022		Saturday	0830 to 0100	8	
		TOTAL:	\$2,037,203	\$168,417	Sunday	0900 to 2330	30	
ELIGIBILITY COMMITTEE?	yes				Holldays	0900 to 0100	8	
MEMBERS?	4	NET OPERATING COST:		\$1,868,697	CALL-INS:	min 2 hour	min 2 hours, max 7 days	S.
		Provincial Share		\$961,550	METHODS:			
		Municipal Share		\$907,147	Registration	computer assisted	ssisted	
REGISTRATION REQUIRED?	yes	Donations		\$28,514	Reservations	computer assisted	ssisted	
REGISTRATION CARDS?	2				Scheduling	computer assisted	ssisted	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	ssisted	
WAITING ON LIST?		Eligible - Wheelchair	68,015	2,240	FARE STRUCTURE:			
		- Ambulatory	12,361	41,655		Cash Ticket	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	6,965		Adult	\$1.30	10/\$13.00	
Eligible - Wheelchair 2,7	2,700 54%	Other (not eligible)			Child	\$1.30	10/\$13.00	
>	1,800 36%	TOTAL:	80,376	43,895	Student	\$1.30	10/\$13.00	
	500 10%				Senior	\$1.30 10	10/\$13.00	
Attendants/Companions		TRIP TYPES:			Attendant	\$1.30 10	10/\$13.00	
Other (not eligible)		Subscription		20%	Companion	\$1.30 10	10/\$13.00	
	5,000	Prebooked		16%	Other	\$1.30	00\$13.00	
		Reservation		23%	OTHER METHODS OF PAYMENT:	YMENT:		
HOW OFTEN IS REG. LIST SCREENED?	25	Demand-Response		11%				
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	1,874	COMPARISON WITH CONVENTIONAL TRANSIT:	IVENTIONAL TRA	ANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		8,993	Conventional Hours	longer		
VISITORS EL ICIBLE?	Ves	NO-SHOWS:		1,856	Fare Structure	same		

									EMPLOYERS	מו	
		Wheelchair	chair	Ambulatory	2	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	कु	Capacity	Capacity	E)	Age		688,230	688,230 NUMBER OF EMPLOYEES:	MPLOYEES:	Doct Timo
S-Wagon/Sedan								215,050		Line line	י מון וווונ
Modified Vans	14		വ		4	2.9	ANNUAL HOURS:		Operators	22	-
Small Buses							Revenue	33,506	Office	ဖ	
Purpose-Built							Total	39,591	Mainten.		
Other									Admin.	<del></del>	
TOTAL VEHICLES	14						IS NON-DEDICATED SERVICE		Volun.		
							AVAILABLE? yes		TOTAL	8	₩.
Ownership:	municipality	<b>&gt;</b>									
Maintenance:	municipality	_					NO. OF OPERATORS:	က	3 UNIONS:		
									Specialized		
FLEET DISTRIBUTION:							PAYMENT METHOD:		Conventional	CBRT 304	
6-9	9 9-11	11-2	24	94	6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 10		12	12				meter rate		MAXIMUM WAGE RATES:	GE RATES:	
Saturday	4	9	9	9	4	1				Specialized	Conventional
Sunday	9	9	ß	ເລ	4	2	PAYMENT VERIFICATION:		Operators	\$14.39	\$16.17
Holidays 3	8	က	3	က	3	3	bill verified and signed		Maintenance		\$18.74
PERFORMANCE	O N	ICATORS	RS								
FINANCIAL:				SER	SERVICE:				SERVICE UTILIZATION:	LIZATION:	
R/C = Op. Revenue/Op.Cost	ost	æ	8.3%	Regit	Registrants/Capita	Eliqu		0.0200	Trips/Hour		2.40
Net Operating Cost/Capita	n	49	\$7.48	Reve	nue Vehi	Revenue Vehicle Hours/Capita	Capita	0.1342	Kilometres/Hour	5	20.54
Municipal Net Cost/Capita	ď	H	\$3.63	Trips	Trips/Capita			0.4976	Average Kilometres/Trip	etres/Trip	928
Share of Net Cost				Trips	by Non-	Trips by Non-Dedicated Service	Service	35%	Trips/Registrant	t	24.85
- Provincial		~*	51%						Unaccommod	Jnaccommodated Trip Requests	1.51%
- Municipal			49%	EFF	EFFECTIVENESS:	ESS:			Cancellations		7.24%
(incl. donations)				Cost	Cost/Trip	- Dedicated	thed	\$21.33	No-Shows		1.49%
						- Non-De	- Non-Dedicated	\$7.36			
EFFICIENCY (Dedicated Service Only):	Service On	h):							VEHICLE UTI	VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour			\$51.16	LAB	<b>DAR PRO</b>	LABOUR PRODUCTIVITY:	TY:		Revenue Hours/Vehicle	s/Vehicle	2,383
Cost/Kilometre		G	\$2.49	Hour	Hours/Operator	25		1,489	Kilometres/Vehicle	hicle	49,159
Maintenance Cost/Kilometre	office	· G	\$0.37								

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	January	1984	
Lindsay		MUNICIPAL CONTACT:	J.B Luloff		POPULATION SERVED:		17,	17,500
Limo			(705) 324-6171		SERVICE AREA (ha):		Ť	1,540
		OPERATIONS CONTACT:	Rod Boston		ADVISORY COMMITTEE?		yes	
			(705) 324-0211		NUMBER OF MEMBERS:	ió		18
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door/door to door	oor to door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$101,124		Weekdays	0800 to 1700		
Other		Non-Dedicated			Saturday	1000 to 1600		
		TOTAL:	\$101,124	\$9,980	Sunday			
ELIGIBILITY COMMITTEE?	yes				Holidays			
MEMBERS?	18	NET OPERATING COST:		\$91,144	\$91,144   CALL-INS:	Minimum 24 hours, maximum 60 day	s, maximum 6	S G
		Provincial Share		\$59,087	METHODS:			
		Municipal Share		\$32,057	Registration	manually		
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually		
REGISTRATION CARDS?	yes				Scheduling	manually		
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	3,775		FARE STRUCTURE:			
		- Ambulatory	7,506			Cash Tickets/Cards	Monthly Pass	Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	974		Adult	\$1.10 \$0.95		
Eligible - Wheelchair	245 57%	Other (not eligible)			Child	\$0.75		
- Ambulatory	110 25%	TOTAL:	11,281		Student			
- Temporary	78 18%				Senior			
Attendants/Companions		TRIP TYPES:			Attendant			
Other (not eligible)		Subscription			Companion			
TOTAL:	433	Prebooked			Other			
		Reservation			OTHER METHODS OF PAYMENT:	YMENT:		
HOW OFTEN IS REG. LIST SCREENED?	ED?	Demand-Response						
annually		UNACCOMMODATED TRIP REQUESTS:		6 (daily)	COMPARISON WITH CONVENTIONAL TRANSIT:	IVENTIONAL TRANSIT:		
COMPANIONS ALLOWED IF SPACE?	? yes	CANCELLED TRIPS:	5 (d	5 (daily)	Conventional Hours	same		
VICITODE EL LOIDI EN	900	NO SHOWS.	3 (daily)	aik)	Fare Structure	different by a \$1.10.	0	

VEHICLES							EMPLOYEES		
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	45,839	NUMBER OF EMPLOYEES:		
S-Wagon/Sedan					Total	45,839	Full Time		Part Time
Modified Vans					ANNUAL HOURS:		Operators 1		ന
Small Buses	2	ດ	9	7	Revenue	3,118	Office		2
Purpose-Built					Total	3,118	Mainten.		<b>*</b> •
Other							Admin.		-
TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE		Volun.		7
Oumourhin.	ajorio di a				AVAICABLE				•
Maintenance:	contracted	operator			NO. OF OPERATORS:		UNIONS:		
			,				þe	C.B.R.T/G.W. Local 307	Local 307
FI FET DISTRIBUTION			•		PAYMENT METHOD:		Conventional		
6-9	9-11	11-2 2-4	4-6 6-9 9	9-12 12+	(ie. flat rate, hourty, per km etc.)				
Peak Day 1	-		1				MAXIMUM WAGE RATES:	ES:	
Saturday	<b>-</b>	-					S	Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operations	\$11.50	
Holidays							Maintenance	\$16.30	
PERFORMANCE IND	0000	CATORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	ä	
R/C = Op. Revenue/Op. Cost	ost	%6'6	Registrants/Capita	Capita		0.0247	Trips/Hour		3.62
Net Operating Cost/Capita	rd	\$5.21	Revenue Ve	Revenue Vehicle Hours/Capita	Eilde	0.1782	Kilometres/Hour		14.70
Municipal Net Cost/Capita	ert	\$1.83	Trips/Capita			0.6446	Average Kilometres/Trip	Q.	4.06
Share of Net Cost			Trips by Nor	Trips by Non-Dedicated Service	arvice		<b>Trips/Registrant</b>		26.05
- Provincial		%59					Unaccommodated Trip Requests	Requests	
- Municipal		35%	EFFECTIVENESS:	NESS:			Cancellations		
(incl. donations)			Cost/Trip	- Dedicated	70	\$8.96	No-Shows		
				- Non-Dedicated	icated				
EFFICIENCY (Dedicated Service Only):	Service Only	::					VEHICLE UTILIZATION (Dedicated Service Only):	N (Dedicated S	service Only):
Cost/Hour		\$32.43	LABOUR PF	LABOUR PRODUCTIVITY:	۰۰۰		Revenue Hours/Vehicle	0	1,559
Cost/Kilometre		\$2.21	Hours/Operator	ator		1,247	Kilometres/Vehicle		22,920

	SERVICE OPERATED BY:	SERVICE STARTED IN:
Listowel	MUNICIPAL CONTACT:	POPULATION SERVED:
No Data Received		SERVICE AREA (ha):
	OPERATIONS CONTACT:	ADVISORY COMMITTEE?
		NUMBER OF MEMBERS:
REGISTRANTS	FINANCIAL	SERVICE
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	TYPE:
Unable to Board	Oper. Cost	Revenue HOURS OF SERVICE:
Unable to Use	Dedicated	Weekdays
Other	Non-Dedicated	Saturday
	TOTAL:	Sunday
ELIGIBILITY COMMITTEE?		Holidays
MEMBERS?	NET OPERATING COST:	CALL-INS:
	Provincial Share	METHODS:
	Municipal Share	Registration
REGISTRATION REQUIRED?	Donations	Reservations
REGISTRATION CARDS?		Scheduling
WAITING LIST?	ANNUAL ONE-WAY TRIPS: Dedicated	Non-Ded. Dispatching
WAITING ON LIST?	Eligible - Wheelchair	FARE STRUCTURE:
	- Ambulatory	Cash Tickets/Cards Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	Adult
Eligible - Wheelchair	Other (not eligible)	Child
- Ambulatory	TOTAL:	Student
- Temporary		Senior
Attendants/Companions	TRIP TYPES:	Attendant
Other (not eligible)	Subscription	Companion
TOTAL:	Prebooked	Other
	Reservation	OTHER METHODS OF PAYMENT:
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response	
	UNACCOMMODATED TRIP REQUESTS:	COMPARISON WITH CONVENTIONAL TRANSIT:
COMPANIONS ALLOWED IF SPACE?	CANCELLED TRIPS:	Conventional Hours
CO IOIOI DO COLON	NO-SHOWS:	Fare Stricting

VEHICLES					EMPLOYEES	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:		
	Number Capacity	Capacity	Age	Revenue	NUMBER OF EMPLOYEES:	Time
S-Wagon/Sedan				loral	בוח בוחב	2
Modified Vans				ANNUAL HOURS:	Operations	
Small Buses				Revenue	Office	
Purpose-Built				Total	Mainten.	
Ciner						
TOTAL VEHICLES				IS NON-DEDICATED SERVICE AVAILABLE?	Volun. TOTAL	
Ownership:						
Maintenance:				NO. OF OPERATORS:	UNIONS:	
FI FET DISTRIBUTION:				PAYMENT METHOD:	Conventional	
0-9	9-11 11-2 2-4	4-6 6-9 9-	421 21-6	(ie. flat rate, hourly, per km etc.)		
Peak Day	:	1			MAXIMUM WAGE RATES:	
Saturday					Specialized	Conventional
Sunday				PAYMENT VERIFICATION:	Operators	
Holidays					Maintenance	
PERFORMANCE INDI	INDICATORS					
FINANCIAL:		SERVICE:			SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		Registrants/Capita	apita		Trips/Hour	
Net Operating Cost/Capita		Revenue Veh	Revenue Vehicle Hours/Capita	pita	Kilometres/Hour	
Municipal Net Cost/Capita		Trips/Capita			Average Kilometres/Trip	
Share of Net Cost		Trips by Non-	Trips by Non-Dedicated Service	rvice	Trips/Registrant	
- Provincial					Unaccommodated Trip Requests	
- Municipal		EFFECTIVENESS:	ESS:		Cancellations	
(incl. donations)		Cost/Trip	- Dedicated	77	No-Shows	
			- Non-Dedicated	cated		
EFFICIENCY (Dedicated Service Only):	vice Only):				VEHICLE UTILIZATION (Dedicated Service Only):	vice Only):
Cost/Hour		LABOUR PR	LABOUR PRODUCTIVITY:		Revenue Hours/Vehicle	
Cost/Kilometre		Hours/Operator	ō		Kilometres/Vehicle	

The state of the s								
		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	November	1977	
London		MUNICIPAL CONTACT:	Tim Dupee		POPULATION SERVED:			300,000
Paratransit Service			(519) 451-1340		SERVICE AREA (ha):			18,138
		OPERATIONS CONTACT:	Perry Ferguson		ADVISORY COMMITTEE?	ć.	yes	
			(519) 455-4579		NUMBER OF MEMBERS:			80
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	curb to curb		
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use		Dedicated	\$1,472,900		Weekdays	0700 to 2400		
Other		Non-Dedicated			Saturday	0830 to 2400		
		TOTAL:	\$1,472,900	\$174,500	Sunday	0830 to 2400		
ELIGIBILITY COMMITTEE?	5			****	Holidays	0830 to 2400		
MEMBERS?		NET OPERATING COST:		\$1,298,400	CALL-INS:	min 1/2 hour, max 7 days	ax 7 days	
administrative staff		Provincial Share		\$869,800	METHODS:			
		Municipal Share		\$428,600	Registration	computer assisted	þe	
REGISTRATION REQUIRED?	yes	Donations			Reservations	computer assisted	þe	
REGISTRATION CARDS?	yes				Scheduling	manually		
WAITING LIST?	20	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	58,500		FARE STRUCTURE:			
		- Ambulatory	65,900		01	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	8,600		S Adult \$	\$1.30 10\$13.00	8	
Eligible - Wheelchair 1,200	38%	Other (not eligible)			Child	\$1.30		
- Ambulatory 1,900	29%	TOTAL:	124,400		Student \$	\$1.30		
- Temporary 100	3%				Senior \$	\$1.30		
Attendants/Companions		TRIP TYPES:			Attendant \$	\$1.30		
Other (not eligible)		Subscription		35%	Companion	\$1.30		
TOTAL: 3,200		Prebooked		10%	Other	\$1.30		
		Reservation		25%	55% OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		%0				
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	671	671 COMPARISON WITH CONVENTIONAL TRANSIT:	TENTIONAL TRANSI	<u></u>	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		31,170	Conventional Hours	shorter		
	Ves	NO-SHOWS:		3,688	Fare Structure	затив		

VEHICLE TYPES: S-Wagon/Sedan Modified Vans								
듦		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
æ	Number	Capacity	Capacity	Age	Revenue	72,250	ES	1
Modified Vans	4		က	2	Total	76,000	Full Time	Part Time
					ANNUAL HOURS:		Operators 21	20
Small Buses					Revenue	64,870	Office 6	ιń
Purpose-Built	17	4	ო	2	Total	64,870	Mainten.	
Other				,			Admin. 3	<del>-</del>
TOTAL VEHICLES	21				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL 30	92
Ownership:	contracted operator	operator						
à	operator				NO. OF OPERATORS:		UNIONS:	
							Specialized ATU Local 741	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional ATU Local 741	
6-9	9-11	11-2 2-4	4-6 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 20			15 5		flat rate per trip		MAXIMUM WAGE RATES:	
Saturday 5	വ	5	4	4			Spe	Conventional
Sunday 5	r.	5	4	4	PAYMENT VERIFICATION:		Operators \$8.50	\$17.00
Holidays 4	4	4 3	3	8			Maintenance	
PERFORMANCE INDICATORS	INDI	CATORS						
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	
R/C = Op. Revenue/Op. Cost	S	11.8%	Registrants/Capita	Capita		0.0107	Trips/Hour	1.92
Net Operating Cost/Capita	e e	\$4.33	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.2162	Kilometres/Hour	1.11
Municipal Net Cost/Capita		\$1.43	Trips/Capita	eri e		0.4147	Average Kilometres/Trip	0.58
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	ervice		Trips/Registrant	38.88
- Provincial		67%					Unaccommodated Trip Requests	0.54%
- Municipal		33%	EFFECTIVENESS:	ENESS:			Cancellations	25.06%
(incl. donations)			Cost/Trip	- Dedicated	72	\$11.84	No-Shows	2.96%
				- Non-Dedicated	licated			
EFFICIENCY (Dedicated Service Only):	Service Onl	y):					VEHICLE UTILIZATION (Dedicated Service Unity).	Service Offiny).
Cost/Hour		\$22.71	LABOUR P	LABOUR PRODUCTIVITY:	e		Revenue Hours/Vehicle	3,089
Cost/Kilometre		\$20.39	Hours/Operator	ator		2,093	Kilometres/Vehicle	3,440
Maintenance Cost/Kilometre	fre							

		SERVICE OPERATED BY:	non-profit organization		SERVICE STARTED IN:	October	1990
Manitouwadge		MUNICIPAL CONTACT:	Ken Taniwa		POPULATION SERVED:		4,700
Handi Transit			(807) 826-3227		SERVICE AREA (ha):		37,297
		OPERATIONS CONTACT:	Carol Baye		ADVISORY COMMITTEE?	٥.	yes
			(807) 826-4326		NUMBER OF MEMBERS:		7
REGISTRANTS		FINANCIAL		-	SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:	•	TYPE:	door to door	
Unable to Board	×		Oper. Cost	Revenue	HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$36,315		Weekdays	0800 to 1700	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$36,315	\$4,700	Sunday		
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$31,615	CALL-INS:	1 hour min, no max	×
advisory committee		Provincial Share		\$15,806	METHODS:		
		Municipal Share		\$15,806	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	mannally	
REGISTRATION CARDS?	2				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	633		FARE STRUCTURE:		
		- Ambulatory	759		OI	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	326		Adult \$	\$2.00	
Eligible - Wheelchair	8 4%	Other (not eligible)			Chiid	\$2.00	
	64 33%	TOTAL:	1,392		Student	\$2.00	
- Temporary 2	24 13%					\$2.00	
Attendants/Companions 9	96 50%	TRIP TYPES:				\$2.00	
Other (not eligible)		Subscription		15%	Companion	\$2.00	
TOTAL: 192	2	Prebooked		31%	Other		
		Reservation		31%	OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		23%	School Board \$3.70/per trip	ep.	
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	MENTIONAL TRANSIT	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	No Corry. Service	
VICITODE EL ICIDI ES	200	NO CHOME.			Fare Structure	No Conv. Service	

VEHICLES						EMPLOYEES	<b>'</b> 0	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES: Number S-Wacon/Sedan	Capacity	Capacity	Age	Revenue	7,626	NUMBER OF EMPLOYEES: Full Time		Part Time
Modified Vans				ANNUAL HOURS:		Operators	-	-
Small Buses				Revenue	2,080	Office		
Purpose-Built	4		4	Total	2,080	Mainten.		
Other						Admin.		
TOTAL VEHICLES				IS NON-DEDICATED SERVICE AVAILABLE? no		Volun. TOTAL	4 10	-
Ownership: non-profit	rofit organiz							
Maintenance: operator	tor			NO. OF OPERATORS:		UNIONS	1	
The second secon				DAVMENT METHOD:		Specialized	2 2	
	:			CALMENT METHOD.			1	
Peak Day	1 1 1 1 1 1	-   6-9  -	9-12	(le. riat rate, nouny, per km etc.) flat rate per trip		MAXIMUM WAGE RATES:	ATES:	
Saturday							Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operators	\$9.11	
Holidays						Maintenance		
PERFORMANCE INDICATORS	IDICATORS							
FINANCIAL		SERVICE:				SERVICE UTILIZATION:	TION:	
R/C = Op.Revenue/Op.Cost	12.9%	Registrants/Capita	apita		0.0409	Trips/Hour		0.67
Net Operating Cost/Capita	\$6.73	Revenue Vehicle Hours/Capita	icle Hours/Ca	pita	0.4426	Kilometres/Hour		3.67
Municipal Net Cost/Capita	\$3.36	Trips/Capita			0.2962	Average Kilometres/Trip	√Trip	5.48
Share of Net Cost		Trips by Non-Dedicated Service	Dedicated Se	rvice		Trips/Registrant		7.25
- Provincial	20%					Unaccommodated Trip Requests	Trip Requests	
- Municipal	20%	EFFECTIVENESS:	ESS:			Cancellations		
(incl. donations)		Cost/Trip	- Dedicated		\$26.09	No-Shows		
			- Non-Dedicated	iczated			:	
EFFICIENCY (Dedicated Service Only):	e Only):					VEHICLE UTILIZATION (Dedicated Service Only):	TION (Dedicated	Service Only):
Cost/Hour	\$17.46	LABOUR PRODUCTIVITY:	DDUCTNITY			Revenue Hours/Vehicle	hicle	2,080
Cost/Kilometre	\$4.76	Hours/Operator	ō		594	Kilometres/Vehicle		7,626
Maintenance Cost Milomotro	\$0.33							

		SERVICE OPERATED BY: mu	municipality		SERVICE STARTED IN:	June	1983	
Markham		MUNICIPAL CONTACT: D.F	D.F. Gordon		POPULATION SERVED:	L.		153,016
Mobility Bus Service		06)	(905) 475-4888		SERVICE AREA (ha):			9,040
		OPERATIONS CONTACT: S.	S. Waugh		ADVISORY COMMITTEE?	E?	yes	
		36)	(905) 475-4888		NUMBER OF MEMBERS:	ió		17
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	ENUES:		TYPE:	door to door		
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$412,533		Weekdays	0700 to 2200		
Other		Non-Dedicated	\$205,645		Saturday	0000 ot 0060		
		TOTAL:	\$618,178	\$44,415	Sunday	0900 to 2000		
ELIGIBILITY COMMITTEE?	yes				Holidays	0900 to 2000		
MEMBERS?	ഹ	NET OPERATING COST:		\$573,763	CALL-INS:	no min, no max		
advisory committee		Provincial Share		\$292,957	METHODS:			
		Municipal Share		\$280,806	Registration	manually		
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually		
REGISTRATION CARDS?	yes				Scheduling	manually		
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	7,546	6,143	FARE STRUCTURE:			
		- Ambulatory	5,031	13,672		Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	1,393		Adult	\$1.50 10\$12.50	0	\$49.95
Eligible - Wheelchair	317 35%	Other (not eligible)			Child	\$1.50		\$49.95
_	588 65%	TOTAL:	12,577	19,815	Student	\$1.50		\$49.95
- Temporary					Senior	\$1.50		\$49.95
Attendants/Companions		TRIP TYPES:			Attendant	\$1.50		\$49.95
Other (not eligible)		Subscription		40%	Companion	\$1.50		\$49.95
	905	Prebooked		50%	Other	\$1.50		\$49.95
		Reservation		50%	OTHER METHODS OF PAYMENT:	YMENT:		
HOW OFTEN IS REG. LIST SCREENED?	05	Demand-Response		20%				
annually		UNACCOMMODATED TRIP REQUESTS:	QUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	IVENTIONAL TRANSIT:		
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		3,204	Conventional Hours	longer		
CHICIDIN TO CONTON		NO CHOMS.		328	Fare Structure	Same		

						_			
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	155,980	155,980 NUMBER OF EMPLOYEES:		i
S-Wagon/Sedan					Total	169,577		Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators	4	က
Small Buses	2	4	9	4	Revenue	8,523	Office	-	co.
Purpose-Built	က	7	9	4.3	Total		Mainten.		က
Other							Admin.		က
TOTAL VEHICLES	S				IS NON-DEDICATED SERVICE		Volun.		
	•				AVAILABLE? yes		TOTAL	2	44
Ownership:	municipality	municipality/contracted operator	1Dr						
Maintenance:	municipality				NO. OF OPERATORS:	-	1 UNIONS:		
							Specialized	CUPE Local 1219	1219
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	2	
6-9	9-11	11-2 2-4	6-9 9-4	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 2	m		24		meter rate		MAXIMUM WAGE RATES:	RATES:	
		4-						Specialized	Conventional
Sunday		+-			PAYMENT VERIFICATION:		Operators	\$15.79	\$15.69
Holidays	-	1			signed by passengers		Maintenance	\$17.56	\$21.45
PERFORMANCE INDI		CATORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	ATION:	
R/C = Op. Revenue/Op.Cost	St	7.2%	Registrants/Capita	Capita		0.0059	Trips/Hour		1.48
Net Operating Cost/Capita	cd	\$3.75	Revenue V	Revenue Vehicle Hours/Capita	apita	0.0557	Kilometres/Hour		18.30
Municipal Net Cost/Capita	, m	\$1.84	Trips/Capita	rd.		0.2117	Average Kilometres/Trip	es/Trip	12.40
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	ervice	61%	Trips/Registrant		35.79
- Provincial		51%					Unaccommodated Trip Requests	d Trip Requests	
- Municipal		49%	EFFECTIVENESS:	ENESS:			Cancellations		9.89%
(incl. donations)			Cost/Trip	- Dedicated	78	\$32.80	No-Shows		1.04%
				- Non-Dedicated	dicated	\$10.38			
EFFICIENCY (Dedicated Service Only):	Service Only						VEHICLE UTILIZ	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$48.40	LABOUR P	LABOUR PRODUCTIVITY:	<i>\$</i> :		Revenue Hours/Vehicle	/ehicle	1,705
Cost/Kilometre		\$2.64	Hours/Operator	rator		1,550	Kilometres/Vehicle	<u>o</u>	31,196

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	June 1990	2
Meaford		MUNICIPAL CONTACT:	G. Shaw		POPULATION SERVED:		10,000
Rotary Handi Van			(519) 538-1060		SERVICE AREA (ha):		51,800
		OPERATIONS CONTACT:	P. Doran		ADVISORY COMMITTEE?	; yes	
			(519) 538-3699		NUMBER OF MEMBERS:		9
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$51,452		Weekdays	0800 to 1700	
Other		Non-Dedicated	\$1,170		Saturday		
		TOTAL:	\$52,622	\$13,023	Sunday		
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	4	NET OPERATING COST:		\$39,599	CALL-INS:	min 24 hours, no max	
		Provincial Share		\$27,838	METHODS:		
		Municipal Share		\$7,056	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations		\$4,714	Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	1,669		FARE STRUCTURE:		
		- Ambulatory	2,378	148	O	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	739		Adult \$	\$1.00	
Eligible - Wheelchair	100 29%	Other (not eligible)			Child	\$1.00	
- Ambulatory	240 70%	TOTAL:	4,047	148	Student \$	\$1.00	
- Temporary	5 1%				Senior	\$1.00	
Attendants/Companions		TRIP TYPES:			Attendant \$	\$1.00	
Other (not eligible)		Subscription		25%	Companion	\$1.00	
	345	Prebooked		2%	Other \$	\$1.00	
		Reservation		20%	OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?	35	Demand-Response		20%	Zone Fares \$1.00 to \$5.00	0	
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		20	Conventional Hours	No Conv. Service	
VISITORS FI IGIRI F?	VPS	NO-SHOWS:		10	Fare Structure	No Conv. Service	

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		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:		Trees of the state	
	Number	Capacity	Capacity	Age	Revenue	40,000	40,000 NUMBER OF EMPLOTEES.	Part Time
Wagon/Segan					ANNUAL HOURS:		Operators	
Modified Valis	-	4	ဖ	4	Revenue	2,032	Office	
Pirmose-Ruilt					Total	2,032	Mainten.	
Other							Admin.	
TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE AVAILABLE? yes		Volun. TOTAL	
Ownership: Maintenance: 6	municipality contracted or	out			NO. OF OPERATORS:	4	4 UNIONS:	
EI EET DISTRIBUTION:			٠		PAYMENT METHOD:		Conventional	
Peak Day	- 19	11-2 2-4	1 6-9 9	9-12 12+	(ie. flat rate, hourty, per km etc.) flat rate per trip		MAXIMUM WAGE RATES:	
Saturday					PAYMENT VERIFICATION:		Specialized Operators Maintenance	COLAGINA
PERFORMANCE INDI		CATORS						
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	1
P.C On Bowenie/On Cast	t	24.7%	Registrants/Capita	Sapita		0.0345	Trips/Hour	8
Net Operating Cost/Capita	ž	\$3.96	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.2032	Kilometres/Hour	19.69
Municipal Net Cost/Capita		\$0.71	Trips/Capita			0.4195	Average Kilometres/Trip	9,00
Share of Net Cost			Trips by Nor	Trips by Non-Dedicated Service	ervice	%	Trips/Registrant	1210
- Provincial		20%					Unaccommodated Inp Requests	4 400/
- Municipal		30%	EFFECTIVENESS:	NESS:			Cancellations	2000 2000
(incl. donations)			Cost/Trip	- Dedicated	pg pg	\$12.71	No-Shows	0.24%
				- Non-Dedicated	dicated	\$7.91		
EFFICIENCY (Dedicated Service Only):	Service Only	::					VEHICLE UTILIZATION (Dedicated Service Unity):	Service Only):
Cost/Hour		\$25.32	LABOUR PI	LABOUR PRODUCTIVITY:	¥		Revenue Hours/Vehicle	2,000
Cost/Kilometre		\$1.29	Hours/Operator	ator			Kilometres/Vehicle	46,000
		404						

			20					
		SERVICE OPERATED BY:	non-profit organization	no	SERVICE STARTED IN:	June	1972	
Mildmay		MUNICIPAL CONTACT:	David Johnston		POPULATION SERVED:			20,000
Bruce, Grey & Huron Disability	sabil	ity	(519) 367-2617		SERVICE AREA (ha):			13
Transportation Corp.		OPERATIONS CONTACT:	Joe Pickering		ADVISORY COMMITTEE?		yes	
			(519) 882-2230		NUMBER OF MEMBERS:			19
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door		
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$453,628		Weekdays	0600 to 2000		
Other		Non-Dedicated			Saturday	0800 to 2200		
		TOTAL:	\$453,628	\$62,017	Sunday	0800 to 1900		
ELIGIBILITY COMMITTEE?	yes				Holidays	0800 to 1700		
MEMBERS?		4 NET OPERATING COST:		\$391,971	CALL-INS:	no min, no max		
medical/health professional		Provincial Share		\$278,744	METHODS:			
		Municipal Share			Registration	manually		
REGISTRATION REQUIRED?	2	Donations		\$150	Reservations	manually		
REGISTRATION CARDS?	2				Scheduling	manually		
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	30,546		FARE STRUCTURE:			
		- Ambulatory	7,637		ଞା	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	2,545			\$2.25		
Eligible - Wheelchair		Other (not eligible)			Child \$2	\$2.25		
- Ambulatory		TOTAL:	38,183		Student \$2	\$2.25		
- Temporary					Senior \$2	\$2.25		
Attendants/Companions		TRIP TYPES:			Attendant \$2	\$2.25		
Other (not eligible)		Subscription		40%	Companion \$2	\$2.25		
TOTAL		Prebooked		52%	Other \$2	\$2.25		
		Reservation		2%	OTHER METHODS OF PAYMENT:	IENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		30%				
		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT		
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	No Conv. Service	•	
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure	No Conv. Service		

VEHICLES									EMPLOYEES	
		Whe	Wheelchair	Ambulatory	tory	Average	e ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	ठा	Capacity	Capacity	icity	Age		_	NUMBER OF EMPLOYEES:	į
S-Wagon/Sedan	1		K		4	S	Total		3	Par Ime
Modified Vans							ANNUAL HOURS:		Operators 10	9
Small Buses	4		0		œ	00	Revenue		Office 1	
Purpose-Built	8		œ		12	9	Total		Mainten.	
Other									Admin. 1	
TOTAL VEHICLES	17						IS NON-DEDICATED SERVICE		Volun.	
							AVAILABLE? no		TOTAL 12	9
Ownership:	non-profit organiz	organiz								
Maintenance:	operator						NO. OF OPERATORS:		UNIONS:	
									Specialized no	
FLEET DISTRIBUTION:							PAYMENT METHOD:		Conventional	
3	6-9 9-11	11-2	24	9-4	6-9	9-12 12+	+ (ie. flat rate, hourly, per km etc.)			
Peak Day 1	11 11	က	2	11		2 2	flat rate per trip/per kilometer	_	MAXIMUM WAGE RATES:	
Saturday	3	က	ო	က	က	3			<i>ର</i>	Conventional
Sunday	3	က	က	က	က	3	BAYMENT VERIFICATION:		Operators \$11.37	7
Holidays	4 4	4	4	4	4	4 4			Maintenance	
PERFORMANCE INDI	SE IND	ICATORS	SHO							
FINANCIAL:				SEF	SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	Cost		13.7%	Reg	Registrants/Capita	apita			Trips/Hour	
Net Operating Cost/Capita	ita		\$7.84	Rev	enue Veh	Revenue Vehicle Hours/Capita	s/Capita		Kilometres/Hour	
Municipal Net Cost/Capita	ta			Trip	Trips/Capita			0.7637	Average Kilometres/Trip	
Share of Net Cost				Trip	s by Non-	Trips by Non-Dedicated Service	d Service		Trips/Registrant	
- Provincial			71%						Unaccommodated Trip Requests	\$
- Municipal			29%	FF	EFFECTIVENESS:	ESS:			Cancellations	
(incl. donations)				Š	Cost/Trip	- Dedicated	cated	\$11.88	No-Shows	
						-Non-	- Non-Dedicated			
EFFICIENCY (Dedicated Service Only):	d Service O	nly):							VEHICLE UTILIZATION (Dedicated Service Only):	rated Service Only):
Cost/Hour				M	SOUR PR	LABOUR PRODUCTIVITY:	/ITY:		Revenue Hours/Vehicle	
Cost/Kilometre				For	Hours/Operator	lor			Kilometres/Vehicle	
Maintenance Cost/Kilometre	пете									

MUNICIPAL CONTACT: OPERATIONS CONTACT: F I N A N C I A L OPERATING COSTS AND R Dedicated Non-Dedicated TOTAL:	<u> </u>	Bill Roberts		POPULATION SERVED:		34 000
Service OPERATIONS CONTACT: FINANCIAL OPERATING COSTS AND R Non-Dedicated TOTAL:	~ ~					200120
PERATIONS CONTACT:  FINANCIAL OPERATING COSTS AND R  X Dedicated Non-Dedicated TOTAL:	~ ~	(905) 8/8-/211		SERVICE AREA (ha):		2,900
FINANCIAL OPERATING COSTS AND R  X Dedicated Non-Dedicated TOTAL:	CIAL	John Eldret		ADVISORY COMMITTEE?	yes	
TERION:	CIAL IG COSTS AND RE	(905) 875-2994		NUMBER OF MEMBERS:		9
× {	G COSTS AND RE			SERVICE		
× 8		VENUES:		TYPE:	accessible door	
×		Oper. Cost	Revenue	HOURS OF SERVICE:		
Š		\$37,408		Weekdays	0700 to 1800	
	ated	\$83,791		Saturday	0900 to 1700	
		\$121,139	\$22,015	Sunday		
COMMITTEE				Holidays		
_	ATING COST:			CALL-INS:	min 24 hours, no max	
eligibility determined by staff Provincial Share	Share			METHODS:		
	Share		\$27,728	Registration	manually	
REGISTRATION REQUIRED? yes Donations				Reservations	manually	
REGISTRATION CARDS? yes				Scheduling	manually	
WAITING LIST? NO ANNUAL ONE-WAY TRIPS:	<b>VE-WAY TRIPS:</b>	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST? Eligible - Wheelchair	Wheelchair	1,833	200	FARE STRUCTURE:		
- Ambulatory	Ambulatory		10,508	Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS: Attendants/Companions	у/Companions			Adult		
Eligible - Wheelchair 30 16% Other (not eligible)	eligible)			Child		
- Ambulatory 153 81% TOTAL:		1,833	10,708	Student		
- Temporary 7 4%				Senior		
Attendants/Companions TRIP TYPES:	ió			Attendant		
Other (not eligible)	uo		10%	Companion		
TOTAL: 190 Prebooked			55%	Other		_
Reservation	uc		1%	OTHER METHODS OF PAYMENT:	NT:	
HOW OFTEN IS REG. LIST SCREENED?  Demand-Response	Response		67%	<5km \$1.50, >5km \$3.50. \$15.00 out of town medical purposes	5.00 out of town medical p	sesodur
every 2 or 3 years UNACCOMMODATED TRIP REQUESTS:	MODATED TRIP RE	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE? yes CANCELLED TRIPS:	D TRIPS:			Conventional Hours	зате	
VISITORS ELIGIBLE? yes NO-SHOWS:	;;			Fare Structure	different by \$1.10	

an 1 4 4 Contracted opera	Capacity							
an 1 1 2.LES 5 contracted ope	yacity	Ambulatory	Average	ANNUAL KILOMETRES:				
an 1 1 4 4 2LES 5 contracted opera	1	Capacity	Age	Revenue	4,945	NUMBER OF EMPLOYEES:	LOYEES:	
ed Vans Buses se-Built VEHICLES				Total	49,945		Full Time	Part Time
Buses se-Built VEHICLES	2	က	4	ANNUAL HOURS:		Operators	<b>-</b>	en -
e-Built VEHICLES Ship:				Revenue	3,127	Office		-
VEHICLES				Total	3,177	Mainten.		,
VEHICLES ship:		2				Admin.		-
				CATED SEF		Volun.		u
				AVAILABLE? yes		IOIAL	-	,
					,			
Maintenance: operator				NO. OF OPERATORS:	n	3 UNIONS:	2	
						charantan	2	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	2	
6-9 9-11 11-2	24	4-6 6-9 9-	9-12	(ie. flat rate, hourty, per km etc.)				
2	0			meter rate		MAXIMUM WAGE RATES:	ERATES:	
		2					Specialized	Conventional
1				PAYMENT VERIFICATION:		Operators		
Sunday				sign receipt		Maintenance		
DE BEOBMANCE INDICATORS	S							
FINANCIAL		SERVICE:				SERVICE UTILIZATION:	ZATION:	
R.C. = On Revenue/Op.Cost	18.2%	Registrants/Capita	apita		0.0056	Trips/Hour		
	\$2.92	Revenue Veh	Revenue Vehicle Hours/Capita	pita	0.0920	Kilometres/Hour	i	56.1 66.0
	\$0.82	Trips/Capita			0.3689	Average Kilometres/Trip	tres/Trip	2.70
Share of Net Cost		Trips by Non-	Trips by Non-Dedicated Service	rvice	85%	Trips/Registrant	1	0.00
	72%					Unaccommodate	Jnaccommodated Trip Requests	
	28%	EFFECTIVENESS:	ESS:			Cancellations		
mions)		Cost/Trip	- Dedicated	P	\$20.41	No-Shows		
			- Non-Dedicated	Saled	\$7.83			
EEELOIENCY (Dedicated Service Only).						VEHICLE UTILL	ZATION (Dedical	VEHICLE UTILIZATION (Dedicated Service Only):
	\$11.96	LABOUR PR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	Vehicle	529
0400	\$7.56	Hours/Operator	ō		1,25,	Kilometres/Vehicle	cle	886
ortomotho								

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		SERVICE OPERATED BY:	non-profit organization	_	SERVICE STARTED IN:	June June	on.
Mitchell		MUNICIPAL CONTACT:	Jim Demerling		POPULATION SERVED:		8,500
Mitchell And Area Mobility Bus	ty Bu	8			SERVICE AREA (ha):		933,385
		OPERATIONS CONTACT:	Patti Down		ADVISORY COMMITTEE?	;; yes	
			(519) 348-8612		NUMBER OF MEMBERS:		12
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$19,077		Weekdays	0900 to 1700	
Other		Non-Dedicated			Saturday	0900 to 1200	
		TOTAL:	\$19,077	\$6,135			
ELIGIBILITY COMMITTEE?	5				Holidays		
MEMBERS?		NET OPERATING COST:		\$12,942	\$12,942 CALL-INS:	min 24 hours, no max	
eligibility determined by administrative staff		Provincial Share		\$10,416	\$10,416   METHODS:		
		Municipal Share			Registration	manually	
REGISTRATION REQUIRED?	yes	Donations		\$7,224	Reservations	manually	
REGISTRATION CARDS?	2				Scheduling	manually	
WAITING LIST?	01	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	230		FARE STRUCTURE:		
		- Ambulatory	2,591		OI	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	10		Adutt \$	\$1.00	\$1.00
Eligible - Wheelchair 13	2%	Other (not eligible)			Child	\$1.00	\$1.00
- Ambulatory 230	94%	TOTAL:	2,821		Student	\$1.00	\$1.00
- Temporary	%0				Senior \$	\$1.00	\$1.00
Attendants/Companions		TRIP TYPES:			Attendant	eauj eauj	
Other (not eligible)		Subscription			Companion	\$1.00	\$1.00
TOTAL: 244		Prebooked		21%	Other	\$1.00	\$1.00
		Reservation		79%	79% OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			\$2.50 for township trips; group rates available	group rates available	
every 3 to 6 months		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	/ENTIONAL TRANSIT:	
ACE?	Ves	CANCELLED TRIPS:		67	Conventional Hours	no conventional transit service	it service
		01000			Form Chandling	different \$2 00 nor trin	

0				u Nu	SHINDIONE	
VEHICLES				1	1 1 1	
	Wheelchair	Ambulatory Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Number	Der Capacity	Capacity Age	anı	0,668 NUMB	10,668 NUMBER OF EMPLOYEES:	į
S-Wagon/Sedan			Total	11,055	Full Time	Part lime
Modified Vans			ANNUAL HOURS:		ators	ı,
Small Buses			Revenue	_		
Purpose-Built	1 2-5	10-12 1	Total	1,196 Mainten.	en.	
Other				Admin.	ei.	•
TOTAL VEHICLES	-		IS NON-DEDICATED SERVICE	Volun.		
			AVAILABLE? no	TOTAL	7	9
Ownership: munic	municipality					
Maintenance: non-p	non-profit orgainzation		NO. OF OPERATORS:	UNIONS:		
				Spec	Specialized no	
FLEET DISTRIBUTION:			PAYMENT METHOD:	Son	Conventional	
91	9-11 11-2 2-4	4-6 6-9 9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day	1 1 1		flat rate per trip	MAXIN	MAXIMUM WAGE RATES:	
Saturday	1 1				Spe	Conventional
Sunday			PAYMENT VERIFICATION:	Oper	Operations \$8.50	
Holidays				Main	Maintenance	
PERFORMANCE INDI	IDICATORS			•.		
FINANCIAL:		SERVICE:		SER	SERVICE UTILIZATION:	
R/C = Op. Revenue/Op. Cost	32.2%	Registrants/Capita	0	0.0287 Trips.	Trips/Hour	2.40
Net Operating Cost/Capita	\$1.52	Revenue Vehicle Hours/Capita		0.1384 Kilom	Kilometres/Hour	9.07
Municipal Net Cost/Capita		Trips/Capita	6	0.3319 Avera	Average Kilometres/Trip	3.78
Share of Net Cost		Trips by Non-Dedicated Service	Service	Trips	Inps/Registrant	11.56
- Provincial	75%			Unac	Unaccommodated Trip Requests	
- Municipal	25%	EFFECTIVENESS:		Cano	Cancellations	2.38%
(incl. donations)		Cost/Trip - Dedicated	pet	\$6.76 No-S	No-Shows	
		- Non-	- Non-Dedicated			
EFFICIENCY (Dedicated Service Only):	e Only):			VEH	VEHICLE UTILIZATION (Dedicated Service Only):	ted Service Only):
Cost/Hour	\$16.22	LABOUR PRODUCTIVITY:	<u>:</u>	Reve	Revenue Hours/Vehicle	1,176
Cost/Kilometre	\$1.79	Hours/Operator		470 Kilon	Kilometres/Vehicle	10,668
The state of the s	90.40					

		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	December	1981	
Newmarket		MUNICIPAL CONTACT:	James M. Barber		POPULATION SERVED:			45,000
Newmarket Transit			(905) 895-5193		SERVICE AREA (ha):			3,626
		OPERATIONS CONTACT:	James M. Barber		ADVISORY COMMITTEE?		2	
			(905) 895-5193		NUMBER OF MEMBERS:			
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	curb to curb		
Unable to Board Unable to Use	×	Dedicated	Oper. Cost \$195,211	Revenue	Revenue HOURS OF SERVICE:	0800 to 1800		
Other		Non-Dedicated			Saturday	0900 to 1600		
ELICIBII ITY COMMITTEE	S	TOTAL:	\$195,211	\$39,306	Sunday			
MEMBERS?	2	NET OPERATING COST:		\$155,905	5	min 24 hours, max 14 days	k 14 days	
eligibility determined by staff		Provincial Share		\$116,928	METHODS:			
		Municipal Share		\$38,977	Registration	computer assisted		
REGISTRATION REQUIRED?	yes	Donations			Reservations	computer assisted		
REGISTRATION CARDS?	yes				Scheduling	computer assisted	_	
WAITING LIST?	9	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	_	
WAITING ON LIST?		Eligible - Wheelchair	2,303		FARE STRUCTURE:			
		- Ambulatory	20,837		ठा	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	2,396		Adult	\$1.25		
Eligible - Wheelchair	87 14%	Other (not eligible)			Child	\$1.25		
- Ambulatory 54	548 86%	TOTAL:	23,140		Student	\$1.25		
- Temporary					Senior	\$1.25		
Attendants/Companions		TRIP TYPES:			Attendant \$	\$1.25		
Other (not eligible)		Subscription		37%	Companion	\$1.25		
TOTAL: 64	635	Prebooked		3%	Other			
		Reservation		%09	OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?	٥.	Demand-Response		36	subscription service \$1.00/trip	dith		
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	900	COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:		
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		90	Conventional Hours	longer		
VISITORS ELIGIBLE?	768	NO-SHOWS:		20	Fare Structure	different, \$1.10		

1 1 1 1 1 1 1								EMPLOYEES	
		Whe	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	ठी	Capacity	Capacity	Age	Revenue	62,023	NUMBER OF EMPLOYEES: Full Time	Part Time
Modified Vans						ANNUAL HOURS:		Operators 2	-
Small Buses						Revenue	5,119	Office 1	
Purpose-Built	က		က	16	N	Total	5,384	Mainten.	
Other								Admin. 1	
TOTAL VEHICLES	က					IS NON-DEDICATED SERVICE AVAILABLE?		Volun. TOTAL 4	-
Ownership:	municipality	>							
Maintenance:	contracted	out				NO. OF OPERATORS:		UNIONS	
								Specialized no	
FLEET DISTRIBUTION:						PAYMENT METHOD:		Conventional	
6-9	9-11	11-2	24	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 2	2 2	2	2					MAXIMUM WAGE RATES:	,
Saturday	-	<b>-</b>	-					ğ	Conventional
Sunday						PAYMENT VERIFICATION:		Operators \$16.30	\$14.28
Holidays								Maintenance	
PERFORMANCE INDI	E INDI	CATORS	RS						
FINANCIAL:				SERVICE:				SERVICE UTILIZATION:	
R/C = Op. Revenue/Op. Cost	ost	**	20.1%	Registrants/Capita	:/Capita		0.0141	Trips/Hour	4.52
Net Operating Cost/Capita	77		\$3.46	Revenue \	Revenue Vehicle Hours/Capita	apita	0.1138	Kilometres/Hour	12.12
Municipal Net Cost/Capita	æ		\$0.87	Trips/Capita	a		0.5142	Average Kilometres/Trip	2.68
Share of Net Cost				Trips by N	Trips by Non-Dedicated Service	ervice		Trips/Registrant	36.44
- Provincial			75%					Unaccommodated Trip Requests	2.59%
- Municipal			25%	EFFECTIVENESS:	ENESS:			Cancellations	0.39%
(incl. donations)				Cost/Trip	- Dedicated	pa	\$8.44	No-Shows	0.22%
					- Non-Dedicated	dicated			
EFFICIENCY (Dedicated Service Only):	Service On	ily):						VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour			\$38.13	LABOUR	LABOUR PRODUCTIVITY:	<b>*</b>		Revenue Hours/Vehicle	1,706
Cost/Kilometre			\$3.15	Hours/Operator	ırator		2,048	Kilometres/Vehicle	20,674

		SERVICE OPERATED BY:	non-profit organization	_	SERVICE STARTED IN:	July 1	1977
Niagara Falls		MUNICIPAL CONTACT:	T. Librock		POPULATION SERVED:		75,399
Chair-A-Van			(905) 356-1179		SERVICE AREA (ha):		21,165
		OPERATIONS CONTACT:			ADVISORY COMMITTEE?	^	yes
			(905) 357-0122		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	curb to curb	
Unable to Board			Oper. Cost	Revenue	오		
to Use	×	Dedicated	\$193,750		Weekdays	0730 to 2300	
Other		Non-Dedicated			Saturday	0800 to 1700	
		TOTAL:	\$193,750	\$23,858	Sunday	0800 to 1700	
COMMITTEE?	yes				Holidays	0800 to 1700	
MEMBERS?	<del></del>	NET OPERATING COST:		\$169,892	CALL-INS:	min 48 hours, max 30 days	30 days
medical/health professional		Provincial Share		\$91,754	METHODS:		
		Municipal Share		\$78,138	Registration	computer assisted	
REGISTRATION REQUIRED?	yes	Donations			Reservations	computer assisted	
I CARDS?	yes				Scheduling	computer assisted	
	5	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted/manual	manual
WAITING ON LIST?		Eligible - Wheelchair	4,534		FARE STRUCTURE:		
		- Ambulatory	7,842		Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult \$1.30	20/\$26.00	
Eligible - Wheelchair 258	40%	Other (not eligible)			Child		
- Ambulatory 387	%09	TOTAL:	12,376		Student		
- Temporary					Senior		
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		15%	Companion		
TOTAL: 645		Prebooked		2%	Other		
		Reservation		75%	OTHER METHODS OF PAYMENT:	NT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		2%			
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	115	115 COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		1,303	Conventional Hours	longer	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		240	Fare Structure	same	
		-					

0110									EMPLOYEES	rees		
		Wheelchair	Tair	Ambulatory	Average		ANNUAL KILOMETRES:					
VEHICLE TYPES:	Number	Capacity	City	Capacity	A	Age	Revenue	91,577	NUMBER OF	91,577 NUMBER OF EMPLOYEES:		
S-Wagon/Sedan						_	Total	91,577		Full Time	Part Time	
Modified Vans	-		ო	ო		7	ANNUAL HOURS:		Operators	2	S.	
Small Buses	2		4	4		2 F	Revenue	7,784	Office	+-		
Purpose-Built							Total	7,784	Mainten.			
Other									Admin.		-	
TOTAL VEHICLES	က					<	IS NON-DEDICATED SERVICE		Volun.	er,	ي	
Ownership:	transit commission	mission								•	•	
Maintenance:	transit commission	mission				~	NO. OF OPERATORS:		UNIONS:			
									Specialized	22		
FLEET DISTRIBUTION:						14.	PAYMENT METHOD:		Conventional	al ATU Local 1582	al 1582	
6-9	9-11	11-2	24	4-6 6-9	9-12 12+		(ie. flat rate, hourly, per km etc.)					
Peak Day 2	2					_	flat rate per trip		MAXIMUM W	MAXIMUM WAGE RATES:		
Saturday 1	-	-	-	-	·-					Specialized		Conventional
Sunday 1	-	-	4	1 1	-		PAYMENT VERIFICATION:		Operators	\$15.59		\$16.90
Holidays 1	-	-	-	-	-				Maintenance	6		\$18.93
PERFORMANCE INDICATORS	EIND	CATOR	S									
FINANCIAL:				SERVICE:	Δi				SERVICE U	SERVICE UTILIZATION:		
R/C = Op.Revenue/Op.Cost	ost	123	123%	Registral	Registrants/Capita			0.0086	Trips/Hour			1.59
Net Operating Cost/Capita	m	\$2	\$2.25	Revenue	Revenue Vehicle Hours/Capita	rs/Capi	ti	0.1032	Kilometres/Hour	Hour		11.76
Municipal Net Cost/Capita	Ct	\$1.	\$1.04	Trips/Capita	oita			0.1641	Average Kik	Average Kilometres/Trip		7.40
Share of Net Cost				Trips by	Trips by Non-Dedicated Service	d Serv	rice		Trips/Registrant	rant		19.19
- Provincial		ιλ	54%						Unaccommo	Unaccommodated Trip Requests		0.93%
- Municipal		4	46%	EFFECT	EFFECTIVENESS:				Cancellations	92		10.53%
(incl. donations)				Cost/Trip	- Dedicated	icated		\$15.66	No-Shows			1.94%
					- Non-	- Non-Dedicated	ated					
EFFICIENCY (Dedicated Service Only):	Service Onl	). (A):							VEHICLEU	VEHICLE UTILIZATION (Dedicated Service Only):	ated Service On	:: ::
Cost/Hour		\$24.89	88	LABOUR	LABOUR PRODUCTIVITY:	VITY:			Revenue Hk	Revenue Hours/Vehicle		2,595
Cost/Kilometre		\$2	\$2.12	Hours/Operator	perator			1,730	Kilometres/Vehicle	/ehicle		30,526

Nickel Centre Transportation for Physically		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	October	1990	
tation for		MUNICIPAL CONTACT:	Ross Anderson		POPULATION SERVED:			12,358
	ally		(705) 693-2771		SERVICE AREA (ha):			43,254
Disabled		OPERATIONS CONTACT:			ADVISORY COMMITTEE?		368	
					NUMBER OF MEMBERS:			ဇ
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE	curb to curb		
q			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use X		Dedicated	\$50,232		Weekdays	0800 to 1530		
Other		Non-Dedicated			Saturday			
		TOTAL:	\$50,232	\$3,228	Sunday			
ELIGIBILITY COMMITTEE? no					Holidays			
MEMBERS?		NET OPERATING COST:		\$47,004	\$47,004   CALL-INS:	min 24 hours, no max	шах	
eligibility determined by staff		Provincial Share		\$23,502	\$23,502 METHODS:			
		Municipal Share			Registration	manually		
REGISTRATION REQUIRED? yes	"	Donations		\$23,920	Reservations	manually		
I CARDS?					Scheduling	manually		
WAITING LIST?		ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:			
		- Ambulatory			Cash	h Tickets/Cards		Monthly Pass
ANTS:		Attendants/Companions			Adult \$2.20			
52	45%	Other (not eligible)			Child \$2.20	93		
\$ S	28%	TOTAL:	1,406		Student \$2.20	90		
- Temporary					Senior \$2.20	90		
Affendants/Companions		TRIP TYPES:			Attendant \$2.20	0.		
or eligible)		Subscription			Companion \$2.20	0		
IOIAL: 59		Prebooked		100%	Other \$2.20	0.		
		Reservation			OTHER METHODS OF PAYMENT:	ENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response						
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ITIONAL TRANSIT		
COMPANIONS ALLOWED IF SPACE? yes		CANCELLED TRIPS:			Conventional Hours	longer		
VISITORS ELIGIBLE?		NO-SHOWS:			Fare Structure	same		

VEHICLES							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
	Number	Capacity	Capacity	Age	Revenue		ES:	
S-Wagon/Sedan					Lotal		Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators	
Small Buses					Revenue	1,992	Office	
Purpose-Built	-	ည	4	67	Total	1,992	Mainten.	
Other							Admin.	
TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL	
Ownership: n	municipality							
Maintenance: o	operator				NO. OF OPERATORS:		UNIONS:	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11	11-2 2-4	6 6-9 9-	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day	-				flate rate per trip \$2.20		MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operations	
Holidays							Maintenance	
PERFORMANCE INDI		CATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op. Revenue/Op. Cost		6.4%	Registrants/Capita	apita		0.0048	Trips/Hour	0.71
Net Operating Cost/Capita		\$3.80	Revenue Vehicle Hours/Capita	icle Hours/Ca	apita	0.1612	Kilometres/Hour	
Municipal Net Cost/Capita			Trips/Capita			0.1138	Average Kilometres/Trip	
Share of Net Cost			Trips by Non-Dedicated Service	Dedicated Se	awice		Trips/Registrant	23.83
- Provincial		20%					Unaccommodated Trip Requests	
- Municipal		20%	EFFECTIVENESS:	ESS:			Cancellations	
(incl. donations)			Cost/Trip	- Dedicated	D.	\$35.73	No-Shows	
				- Non-Dedicated	licated			
EFFICIENCY (Dedicated Service Only):	ervice Only	::					VEHICLE UTILIZATION (Dedicated Service Only):	ervice Only):
Cost/Hour		\$25.22	LABOUR PRODUCTIVITY:	DDUCTIVITY			Revenue Hours/Vehicle	1,992
Cost/Kilometre			Hours/Operator	o.			Kilometres/Vehicle	

	SERVICE OPERATED BY: r	municipality		SERVICE STARTED IN:	July	1982	
North Bay	MUNICIPAL CONTACT:	Terry Brent		POPULATION SERVED:			49,000
Para-Bus		(705) 474-4340		SERVICE AREA (ha):			8,700
	OPERATIONS CONTACT: 1	Betty Gifford		ADVISORY COMMITTEE?	8:	× ×	
		(705) 476-5530		NUMBER OF MEMBERS:	**		10
REGISTRANTS	FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	curb to curt	curb to curb / door to door	
Unable to Board		Oper. Cost	Revenue	HOURS OF SERVICE:			
	Dedicated	\$398,436		Weekdays	0730 to 2230	30	
Other	Non-Dedicated			Saturday	0830 to 1630	30	
	TOTAL:	\$398,436	\$79,483	Sunday			
ELIGIBILITY COMMITTEE? no				Holidays			
MEMBERS?	NET OPERATING COST:		\$318,953	CALL-INS:	min 24 hou	min 24 hours, max 7 days	<b>~</b>
City of North Bay Transit Mngr	Provincial Share		\$213,076	METHODS:			
	Municipal Share		\$105,595	Registration	computer assisted	assisted	
REGISTRATION REQUIRED? ves	Donations			Reservations	computer assisted	assisted	
				Scheduling	computer assisted	assisted	
WAITING LIST?	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	assisted	
WAITING ON LIST?	Eligible - Wheelchair	14,921	5,822	FARE STRUCTURE:			
	- Ambulatory	14,049		01	Cash Ticket		Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	2,268		Adult	\$1.35 10	10/\$13.50	
Eligible - Wheelchair	Other (not eligible)	702		Child	\$1.35 10	10/\$13.50	
- Ambulatory	TOTAL:	28,970	5,822	Student	-	10/\$13.50	
- Temporary				Senior		10/\$13.50	
Attendants/Companions	TRIP TYPES:			Attendant	\$1.35 10	10/\$13.50	
Other (not eligible)	Subscription		37%	Companion	\$1.35 10	10/\$13.50	
TOTAL: 980	Prebooked		33%	Other	\$1.35	0/\$13.50	
	Reservation		28%	OTHER METHODS OF PAYMENT:	YMENT:		
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		2%				
permanent: annually: temp: monthly	UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	118	118 COMPARISON WITH CONVENTIONAL TRANSIT:	VENTIONAL TR	ANSIT:	
COMPANIONS ALLOWED IF SPACE? yes	CANCELLED TRIPS:		2,373	Conventional Hours	longer		
VICITODS ELIGIBLE?	NO-SHOWS.		175	Fare Structure	same		

VEHICLES							EMPLOYEES	S		
		Wheelchair	Ambulatory	Average	KILOMETRES:		2000 0000	OVERO.		
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	167,119	167,119 Full Time	Full Time	Part Time	
Modified Vans	67	2	ო	9	ANNUAL HOURS:		Operators	4 ,	m (	
Small Buses					Revenue	9,628	Office	-	7	
Purpose-Built	4	4	4	ဖ	Total	3,528	Mainten. Admin.	-		
TOTAL VEHICLES	9				CATED SEF		Volun.	ď	ru.	
					AVAILABLE? yes		1		•	
Ownership:	municipality				NO. OF OPERATORS:	-	1 UNIONS:			
							Specialized	Teamsters Local 230	Local 230	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	CUPE Local 122	122	
6-9	9-11	11-2 2-4	4-6 6-9 9	9-12 12+	(ie. flat rate, hourly, per km etc.)					
Peak Day 4.5	4		4		meter rate		MAXIMUM WAGE KATEST	KAIES:	Cons	Conventional
Saturday	-	-			HOLLA CHECKY THE SAAC		Coordina	\$12.52		\$15.58
Sunday					signed receipt		Maintenance			\$17.99
PERFORMANCE INDI		CATORS								
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	ZATION:		
R/C = On Revenue/On Cost	15	19.9%	Registrants/Capita	apita		0.0200	Trips/Hour			3.01
Net Operating Cost/Capita		\$6.51	Revenue Vel	Revenue Vehicle Hours/Capita	apita	0.1965	Kilometres/Hour			17.30
Municipal Net Cost/Capita		\$2.16	Trips/Capita			0.7100	Average Kilometres/Trip	tres/Trip		77.0
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	ervice	% 1%	Trips/Registrant			35.30
- Provincial		%49					Unaccommodate	Unaccommodated Inp Requests		7000
- Municipal		33%	EFFECTIVENESS:	VESS:			Cancellations			0.82%
(incl. donations)			Cost/Trip	- Dedicated	Pa	\$13.75	No-Shows			2000
				- Non-Dedicated	dicated		L	PATION (Dodiese	Coninco D	. (Alu
EFFICIENCY (Dedicated Service Only):	Service Only)						VEHICLE UILL	VEHICLE UTILIZATION (DEGICATED SHIVES CHIT):		17/-
Cost/Hour		\$41.38	LABOUR PF	LABOUR PRODUCTIVITY:	<b>:</b>		Revenue Hours/Vehicle	Vehicle		1,000
Cost/Kilometre		\$2.38	Hours/Operator	tor		1,751	Kilometres/Vehicle	90		20,17
		1100								

Care-A-Van         Numicipality         SERVICE OPERATED BY:         mumicipality         SERVICE STAFIED IN:         June         1380           Care-A-Van         MUNICIPAL CONTACT:         W. Akkemmans         SERVICE AREA (no.:)         POPULATION SERVICE         7,000           REGISTRANTS         FINANCEINAL         (905) 945-6601 ert. 3508         NUMBER OF MEMBERS:         NUMBER OF MEMBERS:         700         114,000           REGISTRANTS         FINANCEINAL         FINANCEINAL         REGISTRANTON CARRON         NUMBER OF MEMBERS:         NUMBER OF MEMBERS:         700         114,000           Unable to Beard Unable to Use or Contraction C				22					
The color of the			SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	June	1980	
Colinger	Oskville		MUNICIPAL CONTACT:	W. Akkermans		POPULATION SERVED:		117	4,000
TS   F I N A N C I A L   C   C   C   C   C   C   C   C   C	Care-A-Van			(905) 845-6601 ext. 35	80	SERVICE AREA (ha):			2,000
F I I N A N C I A   Corr   C			OPERATIONS CONTACT:	W. Akkermans		ADVISORY COMMITTEE	٥.	yes	
F I N A N C I A L   Proper Cost SAND REVENUES:   Proper SAND REVENUES:   Pr				(905) 845-6601 ext 35	808	NUMBER OF MEMBERS			9
Non-Dedicated   \$221,500   Seekdays   TOTAL:	REGISTRANTS		FINANCIAL		S	ERVICE			
Name	LOCAL FLIGIBILITY CRITERION:		OPERATING COSTS AND F	REVENUES:		YPE:	accessible door		
Non-Dedicated   \$50,700   \$28,500   \$28,500   \$30 to 2400     Non-Dedicated   \$272,200   \$28,500   \$30 to 2400   \$30 to 1800   \$10 to 1800	Unable to Board	××	Dedicated	Oper. Cost \$221,500		OURS OF SERVICE: Weekdays	0700 to 2400		
TOTAL:   \$272,200   \$28,500   Sunday   TOTAL:   \$272,200   \$28,500   Sunday   TOTAL:   \$243,700   CALL-INS:   TOTAL:   \$144,400   METHODS:   Totalions Share   S99,300   METHODS:   Totalions Share   Totalions	Unable to Use	<	Non-Dedicated	\$50,700		Saturday	0700 to 2400		
Yes   Net Operating Cost   \$144,400   METHODS:	Other		TOTAL:	\$272,200	\$28,500	Sunday	1300 to 1800		
STATE   SPACE   Provincial Share   \$99,300   Registration   Regi	ELIGIBILITY COMMITTEE?		NET OBERATING COST.		\$243,700	ALL-INS:	min 24 hours, m	ax 7 days	
yes         Municipal Share         \$99,300         Registration         manually Reservations Scheduling         manually Reservations Manually Reservations Scheduling         manually Reservations Manually Reservations Scheduling         manually Reservations Manually Manual	MEMBERS?	2	Provincial Share		\$144,400 N	METHODS:			
yes         Donations         Reservations Scheduling         Propertion Propertion         Reservations Scheduling         Propertion Properties			Municipal Share		\$39,300	Registration	manually		
ANNUAL ONE-WAY TRIPS:   Dedicated   Non-Ded	PECISTRATION PEO! IIPED?	Ves	Donations			Reservations	manually		
Table   Tabl	REGISTRATION DECOINED:	200			p pa man ministr	Scheduling	manually		
Companion   Comp	REGISTRATION CARDS:	8 0	ANNUAL ONE-WAY TRIPS:			Dispatching	manually		
Ambulatory   9,395 7,509   Adult \$1.75 \$15.00	WALLING CLISTS	2	Fligible - Wheelchair						
Attendants/Companions 636 227 Adult \$1.75 Child \$1.75 Student \$1.75 Senior \$1.75 Senior \$1.75 Senior \$1.75 Senior \$1.75 Companion \$1.7	WAITING ON LIST:		- Ambulatory	9,395	7,509				Lass
201 24% Other (not eligible) Child \$1.75 636 75% TOTAL: 14,304 7,509 Student \$1.75 15 2% TRIP TYPES: Senior \$1.75 Subscription \$1.75 Subscription \$1.75 Subscription \$1.75 Companion \$1.75 OTHER METHODS OF PAYMEN CREENED? Demand-Response UNACCOMMODATED TRIP REQUESTS: 2,180 COMPARISON WITH CONVENTING SPACET \$1.80 CONVENTING SPA	STANGED OF DECISTOANTS.		Attendants/Companions	969	227			5 (	
TRIP TYPES: Subscription   Student   St.75								0	
TRIP TYPES: Senior \$1.75	,			14,304	7,509			0	
TRIP TYPES: Subscription Prebooked Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS:  2,180 CANCELLED TRIPS: 76 Fare Structure TRIP TYPES: Companion \$1.75 C	,							Q .	
Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS:  yes CANCELLED TRIPS: Acs NO-SHOWS: COMPARISON WITH CONVENTING Companional Hours Companion			-					Q	
Personand Response Demand-Response UNACCOMMODATED TRIP REQUESTS:  yes CANCELLED TRIPS:  Action of the Conventional Hours with Conventional Hours of Fare Structure and Conventional Hours of Conven	Attendants/Companions		Cubscription					Q	
Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: yes CANCELLED TRIPS: A Fare Structure CANCELLED TRIPS: A CANCELLED TR		0	Sauscription					Q	
Demand-Response UNACCOMMODATED TRIP REQUESTS: 2,180 Conventional Hours yes CANCELLED TRIPS: 76 Fare Structure		769	Reservation			OTHER METHODS OF PA	YMENT:		
yes CANCELLED TRIPS: 2,180 Conventional Hours ves No-SHOWS:	HOW OFTEN IS REG. LIST SCREENED	<u>c</u> .	Demand-Response	BEOUESTS:		COMPARISON WITH CON	VENTIONAL TRANSI	ŭ	
ves NO-SHOWS:	annually in Spaces	301	CANCELLED TRIPS:		2,180	Conventional Hours	same		
	COMPANIONS ALLOWED IT STACE:	3 8	NO-SHOWS:		9/	Fare Structure	equivalent adul	tare	

VEHICLES							EMPLOYEES	n	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	173,445	173,445 NUMBER OF EMPLOYEES: 173,445 Full Time	EMPLOYEES: Full Time Part Time	Lime Lime
Modified Vans					ANNUAL HOURS:		Operators	2	-
Small Buses	ო	ເດ	4	5.7	Revenue		Office	<b>-</b>	
Purpose-Built					Total		Mainten.	-	2
Other	0				IS NON-DEDICATED SERVICE		Volun.		
IOIAL VEHICLES	າ				AVAILABLE? yes		TOTAL	4	m
	municipality					•	-GINCH		
Maintenance:	municipality				NO. OF OPERATORS.	-	Specialized	CAW Local 1256	
FI FET DISTRIBUTION:					PAYMENT METHOD:		Conventional	CAW Local 1256	
6-9	9-11	11-2 2-4	4-6 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 3	(m	2 2			meter rate	_	MAXIMUM WAGE RATES:	RATES:	
Saturday								Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$16.64	\$16.64
Holidays					receipt check		Maintenance	\$20.92	\$20.92
PERFORMANCE	INDIC	INDICATORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	ZATION:	
R/C = Op.Revenue/Op.Cost	***	10.5%	Registrants/Capita	Capita		0.0075	Trips/Hour		
Net Operating Cost/Capita		\$2.14	Revenue V	Revenue Vehicle Hours/Capita	apita		Kilometres/Hour		
Municipal Net Cost/Capita		\$0.87	Trips/Capita	a		0.1913	Average Kilometres/Trip	res/Trip	12.13
Share of Net Cost			Trips by Nc	Trips by Non-Dedicated Service	ervice	34%	Trips/Registrant	1	75.60
- Provincial		23%					Unaccommodated Trip Requests	d Trip Requests	6
- Municipal		41%	EFFECTIVENESS:	ENESS:			Cancellations		%98.6 %98.6
(incl. donations)			Cost/Trip	- Dedicated	X	\$15.49	No-Shows		0.35%
				- Non-Dedicated	dicated	\$6.75			
EFFICIENCY (Dedicated Service Only):	service Only);						VEHICLE UTILIZ	VEHICLE UTILIZATION (Dedicated Service Unity):	vice Only):
Cost/Hour			LABOUR	LABOUR PRODUCTIVITY:	e e		Revenue Hours/Vehicle	Vehicle	1
Cost/Kilometre		\$1.28	Hours/Operator	rator			Kilometres/Vehicle	e e	C18,/C
Maintenance Cost/Kilometre	e e	\$0.40							

			/OL				
	S	SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	May 1	1991
Onaping Falls/Rayside -	2	MUNICIPAL CONTACT:	Manny Novoa		POPULATION SERVED:		19,909
Balfour			(705) 966-3431		SERVICE AREA (ha):		61,502
Handi-Transit	0	OPERATIONS CONTACT:	Don Gray		ADVISORY COMMITTEE?	y	yes
			(705) 966-2606		NUMBER OF MEMBERS:		7
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use		Dedicated	\$45,089		Weekdays	0800 to 1830	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$45,089	\$2,664	Sunday		
ELIGIBILITY COMMITTEE? no					Holidays		
MEMBERS?	_	NET OPERATING COST:		\$42,425	CALL-INS:	min 7 days, no max	
eligibility determined by staff		Provincial Share		\$21,213	METHODS:		
		Municipal Share		\$21,212	Registration	manually	
REGISTRATION REQUIRED? yes		Donations			Reservations	manually	
	]				Scheduling	manual/computer assissted	ssissted
		ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	630		FARE STRUCTURE:		
		- Ambulatory	569		Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	72		Adult		
Eligible - Wheelchair 26 39	39%	Other (not eligible)			Child		
7 26	39%	TOTAL:	1,199		Student		
- Temporary 5 7	1%				Senior		
10 1	15% 1	TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion		
TOTAL: 67		Prebooked		100%	Other		
		Reservation			OTHER METHODS OF PAYMENT:	INT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			min \$1.00, max \$3.00, pay by distance	y distance	
annually	_	UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE? no		CANCELLED TRIPS:			Conventional Hours	longer	
VISITORS ELIGIBLE?		NO-SHOWS:			Fare Structure	different	

State   Number   Capacity   Age   Pevenue   Sage   Part	VEHICLES							EMPLOYEES	E O	
Number   Capacity   Age   Revenue   59,950   NuMBER OF EMPLOYEES:   Part 1			Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
1	VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	59,950	NUMBER OF EN	APLOYEES:	i
1	S-Wagon/Sedan					Total	29,950		ull Time	Part Time
1	Modified Vans					ANNUAL HOURS:		Operators	-	
1	Small Buses					Revenue	2,340	Office	-	
Admin.	Purpose-Built				2	Total	2,340	Mainten.		-
1	Other							Admin.		
AVAILABLE?   NO. OF OPERATORS: Specialized Conventional Specialized Conventional Favallable?   NO. OF OPERATORS: Specialized Conventional Conventional Favallat rate   PAYMENT METHOD: Specialized Conventional Favallat rate   PAYMENT WEBIFCATION: Specialized Conventional Favallat rate   PAYMENT VEBIFCATION: Specialized Conventional Favallat rate   Specialized Conventional Favallation Convention Conventional Favallation Conventional Favallational Favallation	TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE		Volun.		
contracted operator         NO. OF OPERATORS:         NO. OF OPERATORS:         Specialized Specialized Conventional Specialized Conventional (an interactional participation)         Conventional Specialized Conventional (an interactional participation)         LINIONS:         Specialized Conventional Conventional Conventional (an interactional participation)         PAYMENT VEHIFICATION:         PAYMENT VEHIFICATION:         Specialized Conventional Conventional Conventional PAYMENT VEHIFICATION:         Specialized Conventional Conv								TOTAL	2	-
11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, hourly, per km etc.)   MAXIMUM WAGE RATES: Specialized Conventional   PAYMENT WEHIFCATION:   MAXIMUM WAGE RATES: Specialized Conventional   PAYMENT VEHIFCATION:   Specialized Conventional   PAYMENT VEHIFCATION:   Specialized Conventional   PAYMENT VEHIFCATION:   Specialized Conventional	Ownership:	contracted	operator							
11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, hourly, per km etc.)   PAYMENT METHOD:   Conventional   Conventional	Maintenance:	operator				NO. OF OPERATORS:	_	JNIONS:		
9 9-11   11-2   24   4-6   6-9   9-12   12+   (ie. flat rate, hourly, per Km etc.)   MAXIMUM WAGE RATES: flat rate   PAYMENT VERIFICATION:   Maintenance   \$25.00								Specialized		
11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, hourly, per km etc.)	FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional		
Title   First rate   MAXIMUM WAGE RATES:	9			6-9		(ie. flat rate, hourly, per km etc.)				
C A T O R S   SERVICE:   5.9%   Registrants/Capita   Structure						flat rate		MAXIMUM WAG	SE RATES:	
### PAYMENT VERIFICATION:    C A T O R S	Saturday								Specialized	Conventional
### SERVICE:    5.9%	Sunday					PAYMENT VERIFICATION:		Operators	\$10.00	
\$\text{SERVICE:} \text{SERVICE:} \text{\$5.9\%} \text{Registrants/Capita} \text{\$0.0034} \text{\$1.07} \text{Trips/Capita} \text{\$0.1175} \text{\$1.07} \text{Trips by Non-Dedicated Service} \text{\$0.0002} \text{\$1.07} \text{Trips by Non-Dedicated Service} \text{\$0.0002} \text{\$1.07} \$1.0	Holidays							Maintenance	\$25.00	
SERVICE:   SERVICE:   S.9%   Registrants/Capita   0.0034       \$2.13   Revenue Vehicle Hours/Capita   0.1175       \$1.07   Trips/Capita   0.1175       Trips by Non-Dedicated Service   50%   EFFECTIVENESS:   Cost/Trip - Dedicated   \$37.61       rvice Only):   \$19.27   LABOUR PRODUCTIVITY:   2.340	PERFORMANC		CATORS							
\$2.13 Revenue Vehicle Hours/Capita \$.213 Revenue Vehicle Hours/Capita 0.175 I \$1.07 Trips/Capita 0.175 I \$1.07 Trips by Non-Dedicated Service 50% EFFECTIVENESS: 50% EFFECTIVENESS:	FINANCIAL:			SERVICE:				SERVICE UTIL	IZATION:	
\$2.13	R/C = Op. Revenue/Op.C	Sost	5.9%	Registrants	Capita		0.0034	Trips/Hour		0.51
\$1.07 Trips Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - S07.51 Hours/Doentor	Net Operating Cost/Capi	ロ	\$2.13	Revenue Ve	thicle Hours/Ca	apita	0.1175	Kilometres/Hou	<u></u>	25.62
50% EFFECTIVENESS: Cost/Trip - Dedicated Service Cost/Trip - Dedicated - Sanctional - Non-Dedicated - Sanctional - Non-Dedicated - Sanctional - Sanc	Municipal Net Cost/Capit	Ø	\$1.07	Trips/Capita			0.0602	Average Kilome	etres/Trip	20.00
50% EFFECTIVENESS: 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated Structure Only): \$19.27 LABOUR PRODUCTIVITY: \$0.75 Hours/Doestor	Share of Net Cost			Trips by No.	1-Dedicated Se	ervice		Trips/Registran	#	17.90
dions) 50% EFFECTIVENESS: \$37.61 I cost/Trip - Dedicated - Non-Dedicated - Non	- Provincial		20%					Unaccommoda	ted Trip Requests	
dions)  Cost/Trip - Dedicated  - Non-Dedicated  - Non-Ded	- Municipal		20%	EFFECTIVE	NESS:			Cancellations		
- Non-Dedicated - Non-Dedicate	(incl. donations)			Cost/Trip	- Dedicate	P	\$37.61	No-Shows		
Dedicated Service Only): \$19.27 LABOUR PRODUCTIVITY: \$20.75 Hours/Deartor 2.340					- Non-Ded	licated				
\$19.27 LABOUR PRODUCTIVITY: \$0.75 Hours/Departure 2.340	EFFICIENCY (Dedicated	Service On	ly):					VEHICLE UTIL	IZATION (Dedical	ted Service Only):
\$0.75 Hours/Donator	Cost/Hour		\$19.27	LABOUR P	RODUCTIVITY	e		Revenue Hour	s/Vehicle	2,340
	Cost/Kilometre		\$0.75	Hours/Operator	ator		2,340	Kilometres/Veh	icle	59,950

SERVICE STARTED IN: POPULATION SERVED: SERVICE AREA (ha): ADVISORY COMMITTER NUMBER OF MEMBERS SER V I C E TYPE: Weekdays Sunday Sunday Holidays CALL-INS: METHODS: Registration Agistration Agistration PROBACHING Child Scheduling Dispatching FARE STRUCTURE: Companion Other OTHER METHODS OF PA COMPARISON WITH CON				3					
Limousine (705) 325-1311  OPERATIONS CONTACT: (705) 325-1311  OPERATIONS CONTACT:  X		SS		e contractor		SERVICE STARTED IN:	June	1987	
Limousine  OPERATIONS CONTACT:    F   N A N C   A L	Orillia	ML		ael Cox		POPULATION SERVED:			25,000
F   N A N C   A L		ne	(202)	325-1311		SERVICE AREA (ha):			2,656
PANTS	Service	g	ERATIONS CONTACT:			ADVISORY COMMITTE	633	2	
FINANCIAL   OPERATING COSTS AND REVENUES:   Toper Cost   Revenue   Final Provincial Share   Sha,431   Sh2,7273   Total:   Share   Sh2,431   Sh2,733   Net Operating Cost:   Sh2,431   Sh2,745   Provincial Share   Sh2,745   Sh2						NUMBER OF MEMBER			
Non-Dedicated   \$78,431   Pevenue   Formation   Form	REGISTRANTS	ш	INANCIAL			SERVICE			
Non-Dedicated   \$78,431   Revenue   Policated   ST8,431   ST,273   TOTAL:   ST8,431   ST,273   TOTAL:   ST8,431   ST,273   ST,2	OCAL ELIGIBILITY CRITERION:	0	PERATING COSTS AND REVE	NUES:		TYPE:	door to door		
Non-Dedicated   \$78,431   Non-Dedicated   \$78,431   \$7,273   TOTAL:   \$78,431   \$7,273   TOTAL:   \$7,1158   \$7,273   TOTAL:   \$46,145   \$7,1158				Oper. Cost	Revenue	HOURS OF SERVICE:			
Non-Dedicated			Dedicated	\$78,431		Weekdays	0800 10 1 /00		
yes         TOTAL:         \$78,431         \$7,273           9 s         NET OPERATING COST:         \$71,158         \$71,158           9 yes         Donations         \$46,145         \$42,34           9 yes         Annual One-Way TRIPS:         Dedicated         Non-Ded.           - Ambulatory         - Ambulatory         Attendants/Companions         100-Ded.           15:         227         71%         Other (not eligible)         7,132           15:         TOTAL:         7,132         100-Ded.           16:         Prebooked         Reservation           17:         Demand-Response         5,week	Other		Von-Dedicated			Saturday	00/1010821		
yes         3         NET OPERATING COST:         \$71,158           Provincial Share         \$46,145         \$46,145           Numicipal Share         \$42,013           yes         Donations         \$42,013           yes         ANNUAL ONE-WAY TRIPS:         Dedicated         Non-Ded.           - Ambulatory         - Ambulatory         Attendants/Companions         100-Ded.           SS:         227         71%         Other (not eligible)         7,132           Prebooked         Prebooked         Reservation           SCREENED?         Demand-Response         5,week		-	TOTAL:	\$78,431	\$7,273	Sunday			
Net Operating Cost   String String Cost   String String Strate   String String Strate   String					0.5	Holidays	win 24 hours no max	max	
New	MEMBERS?		ET OPERATING COST:		SCL, 178	CALL-INS.			
Nunicipal Share   \$25,013     CARDS?   Yes   Donations   \$4,234     CARDS?   Yes   Donations   \$4,234     CARDS?   No		_	Provincial Share		\$46,145	METHODS:	:		
FEQUIRED?   Yes   Donations   \$4,234     CARDS?   Yes   Non-Ded.     ST?   Fligible - Wheelchair   - Ambulatory     SISTRANTS:   Eligible - Wheelchair   - Ambulatory     SISTRANTS:   Eligible - Wheelchair   - Ambulatory     Subscription   Subscription     Subscription   Subscription     Sheek LIST SCREENED?   Demand-Response     CARDS?   Annual Ambulatory     Subscription   Prebooked     Reservation   Demand-Response     CARDS:   Demand-Response     CARDS:   Demand-Response     CARDS:   Demand-Response     CARDS:   Demand-Response     CARDS:   Demand-Response     CARDS:   Subscription     CARDS:   Demand-Response     CARDS:   Demand-Response     CARDS:   Demand-Response     CARDS:   Demand-Response     CARDS:   CARDESTS:   Sweek     CARDS:   CARDESTS:   Sweek     CARDS:   CARDS:   CARDS:   CARDS:     CARDS:   CARDS:   CARDS:   CARDS:   CARDS:   CARDS:     CARDS:   CARDS:   CARDS:   CARDS:   CARDS:   CARDS:   CARDS:     CARDS:   CA		_	Municipal Share		\$25,013	Registration	manually		
CARDS?   yes   no			Donations		\$4,234	Reservations	manually		
Control		J				Scheduling	computer-assisted	pa	
ST?         Eligible - Wheelchair           GISTRANTS:         - Ambulatory           Attendants/Companions         Attendants/Companions           reelchair         227         71%           Orther (not eligible)         7,132           Companions         TRIP TYPES:         7,132           Companions         TRIP TYPES:         Subscription           REG. LIST SCREENED?         Prebooked           Demand-Response         Demand-Response           UNACCOMMODATED TRIP REQUESTS:         5/week			UNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
227 71% Other (not eligible) 93 29% TOTAL: TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 5/week	619		Fligible - Wheelchair			FARE STRUCTURE:			
227 71% Other (not eligible) 93 29% TOTAL: TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 5/week	WALLING ON LOS ::		- Ambulatory				Cash Tickets/Cards		Monthly Pass
227 71% Other (not eligible)  93 29% TOTAL: 7,132  TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 5/week	CHACACTOR TO CHACA		Attendants (Companions			Adult	\$1.25 \$1.25	22	
TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 5/week	766	71%	Other (not elicible)			Child	\$1.25 \$1.25	52	
TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 5/week	66	20%	TOTAL .	7.132		Student	\$1.25 \$1.25	22	
TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 5/week	3	200				Senior	\$1.25 \$1.25	ດ	
Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 5/week	- remporary	F	SID TYPES:			Attendant	\$1.25 \$1.25	ດ	
Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 5/week	Allendanis/Companions	-	Subscription			Companion	\$1.25 \$1.25	52	_
Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 5/week			Prebooked			Other	\$1.25 \$1.25	52	
Demand-Response UNACCOMMODATED TRIP REQUESTS: 5/week			Reservation			OTHER METHODS OF PA	YMENT:		
UNACCOMMODATED TRIP REQUESTS: 5/week	CONTRACTOR DEC LIST SCREENEDS		Demand-Response						
	HOW OF LEN IS ACTUALIST	ח	NACCOMMODATED TRIP REQ		week	COMPARISON WITH COP	IVENTIONAL TRANSI	H	
COMPANIONS ALLOWED IF SPACE? ves CANCELLED TRIPS: 8 to 10/week Conventional Hours			ANCELLED TRIPS:		to 10/week	Conventional Hours	longer		
00.			O-SHOWS:	10	)/week	Fare Structure	different, \$1.05		

Wheelchair   Ambulatory   Average   Annual KILOMETRES: 25,400   Incipality   Capacity   Capacity   Age   Revenue   2,700   Incipality   Total   2,831   Multiple   11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, bourly, per km etc.)   Multiple   11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, bourly, per km etc.)   Multiple   11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, bourly, per km etc.)   Multiple   11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, bourly, per km etc.)   Multiple   11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, bourly, per km etc.)   Multiple   11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, bourly, per km etc.)   Multiple   11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, bourly, per km etc.)   Multiple   11-2									
Ambulatory   Average   ANNUAL KILOMETRES: 25,400   No. Capacity   Age   Revenue   27,000   ANNUAL HOURS: 2,789   No. OF OPERATORS:	VEHICLES						MPLOYEES		
Capacity   Age   Revenue   25,400   No I Total   27,000   ANNUAL HOURS:   2,759   No I Total   2,759   No I Total   2,759   No I Total   2,831   No I Total   2,931   No I Tota		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
Total   27,000			Capacity	Age	Revenue	25,400	NUMBER OF EMPLOYEE		
ANNUAL HOURS: 2,759   Total	S-Wagon/Sedan				Total	27,000		Part Time	e l
Total   2,759   Cast   Total   2,881   No. OF OPERATORS:	Modified Vans				ANNUAL HOURS:		Operations 1		က
Total   S.NON-DEDICATED SERVICE   AVAILABLE?   No	Small Buses	ເດ	4	7	Revenue	2,759	Office		ر د
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips by Non-Dedicated Cost/Trip - Dedicated - Non-Dedicated - Non-De	Purpose-Built				Total	2,831	Mainten.		2
No. OF OPERATORS:	Other						Admin.		4
AVAILABLE? no  NO. OF OPERATORS:  U  PAYMENT METHOD:  PAYMENT METHOD:  PAYMENT VERIFICATION:  Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service  EFFECTIVENESS:  Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicat	TOTAL VEHICLES 1				IS NON-DEDICATED SERVICE		Volun.		
NO. OF OPERATORS:  PAYMENT METHOD:  PAYMENT METHOD:  PAYMENT WEIFICATION:  PAYMENT VERIFICATION:  Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service  EFFECTIVENESS:  Cost/Trip - Dedicated - Non-Dedicated - Non-Dedica							TOTAL 1		17
NO. OF OPERATORS:  U  PAYMENT METHOD:  PAYMENT METHOD:  PAYMENT WEIFICATION:  Registrants/Capita  Revenue Vehicle Hours/Capita  Trips/Capita  Trips/Capita  Trips/Capita  Trips by Non-Dedicated Service  EFFECTIVENESS:  Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicate		ality							
PAYMENT METHOD:  PAYMENT METHOD:  Registrants/Capita Trips/Capita Trips by Non-Dedicated Service  EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-D		ed operator			NO. OF OPERATORS:				
PAYMENT METHOD:  Material Service:  Registrants/Capita Trips/Capita Trips by Non-Dedicated Service  EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non								CBRT Local 307	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips by Non-Dedicated Service  EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - 1,104  LABOUR PRODUCTIVITY: Hours/Operator	FLEET DISTRIBUTION:				PAYMENT METHOD:	Ī	Conventional		
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - 1,104	တ္	11-2	6-9		(ie. flat rate, hourly, per km etc.)				
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - 1,104		-	1			_	MAXIMUM WAGE RATES:	,,	
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator 1,104	Saturday	**	-				as a	Specialized	Conventional
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operation 1,104		as required			PAYMENT VERIFICATION:			\$10.76	\$11.24
SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Hours/Operator 1,104	40							\$15.37	\$8.50
SERVICE:   SERVICE:   SERVICE:   SERVICE:   S.285   Registrants.Capita   0.0128   S.285   Revenue Vehicle Hours.Capita   0.1104   C.2853   Trips by Non-Dedicated Service   65%   EFFECTIVENESS:   Cost/Trip - Dedicated   - Non-Dedicated   - Non-Dedicated   Service Only):   \$28.43   LABOUR PRODUCTIVITY:   \$3.09   Hours/Operator   1,104   1,104   C.32843   C.38843	PERFORMANCE IND	DICATORS					•.		
\$1.00   Trips.Capita   0.0128   \$2.85   Revenue Vehicle Hours/Capita   0.1104   0.1104   \$1.00   Trips.Capita   0.1104   0.2853   Trips by Non-Dedicated Service   65%   EFFECTIVENESS:   Cost/Trip - Dedicated   0.000   0.2853   0.000   0.0	FINANCIAL:		SERVICE:				SERVICE UTILIZATION:		
\$2.85 Revenue Vehicle Hours/Capita 0.1104   \$1.00 Trips/Capita 0.2853   Trips by Non-Dedicated Service 65% 35% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedi	R/C = Op. Revenue/Op. Cost	9.3%	Registrants/C	apita		0.0128	Trips/Hour		2.58
\$1.00 Trips Capita Trips by Non-Dedicated Service 65% 35% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated 1,104	Net Operating Cost/Capita	\$2.85	Revenue Veh	icle Hours/Ca	apita	0.1104	Kilometres/Hour		921
65% EFFECTIVENESS: 35% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated 1,104	Municipal Net Cost/Capita	\$1.00	Trips/Capita			0.2853	Average Kilometres/Trip		3.56
65% 35% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - Non-Dedicated 1,104	Share of Net Cost		Trips by Non-	Dedicated Se	ervice		Trips/Registrant		22.29
35%         EFFECTIVENESS:           Cost/Trip         - Dedicated           - Non-Dedicated         \$11.00           vice Only):         \$28.43           LABOUR PRODUCTWITY:         1,104	- Provincial	92%					Unaccommodated Trip Requests	equests	
Cost/Trip - Dedicated	- Municipal	35%	EFFECTIVEN	ESS:			Cancellations		
vice Only): \$28.43 LABOUR PRODUCTWITY: \$3.09 Hours/Operator 1,104	(incl. donations)		Cost/Trip	- Dedicate	72	\$11.00	No-Shows		
\$28.43 LABOUR PRODUCTIVITY: \$3.09 Hours/Operator 1,104				- Non-Ded	licated				
\$28.43 LABOUR PRODUCTIVITY: \$3.09 Hours/Operator 1,104	EFFICIENCY (Dedicated Service (	Only):					VEHICLE UTILIZATION (Dedicated Service Only):	(Dedicated Servit	ce Only):
\$3.09 Hours/Operator 1,104	Cost/Hour		LABOUR PR	STIMILLA	e:		Revenue Hours/Vehicle		2,759
	Cost/Kilometre	\$3.09	Hours/Operal	ō		1,104	Kilometres/Vehicle		25,400
	Maintenance Cost/Kilometre	\$0.01							

		SERVICE OPERATED BY:	non-profit organization		SERVICE STARTED IN:	January 1974	4
Ochonic		MINICIPAL CONTACT.	Christopher Brown		POPULATION SERVED:		129,344
Ostiawa		MUNICIPAL CONTACT.					
Handi Transit Inc.			(905) 725-7351		SERVICE AREA (ha):		6,216
		OPERATIONS CONTACT:	Doug Manuel		ADVISORY COMMITTEE?	, yes	
			(905) 571-1222		NUMBER OF MEMBERS:		11
REGISTRANTS		FINANCIAL		0)	SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door	
Unable to Board	;		Oper. Cost	Revenue	HOURS OF SERVICE:	0700 to 2300	
Unable to Use	ĸ	Non-Dadicated	920,0100		Saturday	0930 to 2300	
Office		TOTAL:	\$615,528 \$	\$146,235	Sunday	0830 to 2230	
ELIGIBILITY COMMITTEE?	02				Holidays	0830 to 1700	
MEMBERS		NET OPERATING COST:	₩		CALL-INS:	min 1 hour, max 3 days	Ŋs
eligibility determined by staff		Provincial Share	4	_	METHODS:		-
		Municipal Share	43	\$486,800	Registration	manually/computer assisted	SSISTED
REGISTRATION REQUIRED?	2	Donations			Reservations	manually/computer assisted	palara
REGISTRATION CARDS?	2				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	26,126		FARE STRUCTURE:		Monthly Does
		- Ambulatory	8,779		-,	Lickets	MOTITILY FASS
NUMBER OF REGISTRANTS:		Attendants/Companions	3,804				
Eligible - Wheelchair		Other (not eligible)					
- Ambulatory		TOTAL:	29,930				
- Temporary						00.024 00.05	
Attendants/Companions		TRIP TYPES:					
Other (not eligible)	!	Subscription				\$1.50	
TOTAL:		Prebooked			Other		
		Reservation			OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			monthly billing, agency contracts	ontracts	
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	474	474 COMPARISON WITH CONVENTIONAL THANSIT.	VENTIONAL IMANSII.	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		1,256	Conventional Hours	longer different & 20	
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure	Gillerenit, #1.30	

VEHICLES								EMPLOYEES	EES		
		Wheelchair	chair	Ambulatory	Average	ANNUAL KILOMETRES:					
VEHICLE TYPES: N	Number	Capacity	acity	Capacity	Age	Revenue	249,950	249,950 NUMBER OF EMPLOYEES:	EMPLOYEES:	į	
S-Wagon/Sedan						Total	253,600		Full Time	Part Time	
Modified Vans	œ		ເດ	4	ហ	ANNUAL HOURS:		Operators	7	7	
Small Buses						Revenue	15,737	Office	0.75		
Purpose-Built						Total	15,852	Mainten.			
Other				į				Admin.	0.25		
TOTAL VEHICLES	œ					IS NON-DEDICATED SERVICE		Volun.			
						AVAILABLE? no		TOTAL	œ	7	
Ownership: п	municipality										
Maintenance: c	contracted or	out				NO. OF OPERATORS:		CNIONS:			
								Specialized	Teamste	Teamsters Local 938	
FLEET DISTRIBUTION:						PAYMENT METHOD:		Conventional	CAW Local 222	cal 222	
6-9	9-11	11-2	24	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)					
Peak Day 6		2	9	-	-	flat rate per trip		MAXIMUM WAGE RATES:	AGE RATES:		
Saturday 1	-	-	-	-	<b>T</b>				Specialized		Conventional
Sunday 1	Ψ.	-	-	-		PAYMENT VERIFICATION:		Operators	\$12.21	_	\$18.93
Holidays 1	-	-	-	1 1				Maintenance			
PERFORMANCE IND		CATORS	S								
FINANCIAL				SERVICE:				SERVICE UTILIZATION:	ILIZATION:		
R/C = Op.Revenue/Op.Cost	***	83	23.8%	Registrants/Capita	Capita			Trips/Hour			1.30
Net Operating Cost/Capita		A	\$3.63	Revenue Ve	Revenue Vehicle Hours/Capita	Capita	0.1217	Kilometres/Hour	our		15.88
Municipal Net Cost/Capita		A	\$3.76	Trips/Capita			0.2314	Average Kilometres/Trip	metres/Trip		8.35
Share of Net Cost				Trips by Nor	Trips by Non-Dedicated Service	Service		Trips/Registrant	ant		
- Provincial			75%					Опассопто	Unaccommodated Trip Requests	र्	1.58%
- Municipal		,,	25%	EFFECTIVENESS:	NESS:			Cancellations	**		4.20%
(incl. donations)				Cost/Trip	- Dedicated	ited	\$20.57	No-Shows			
					- Non-D	- Non-Dedicated					
EFFICIENCY (Dedicated Service Only):	ervice Only	::						VEHICLE U	VEHICLE UTILIZATION (Dedicated Service Only):	zated Service O	:(À
Cost/Hour			\$39.11	LABOUR PI	LABOUR PRODUCTIVITY:	ž		Revenue Hours/Vehicle	urs/Vehicle		1,967
Cost/Kilometre		4	\$2.46	Hours/Operator	ator		1,499	Kilometres/Vehicle	ehicle		31,244
Maintenance Cost/Kilometre	es.										

	SERVICE OPERATED BY:	SERVICE OPERATED BY: transit commission/contractor	SERVICE STARTED IN.	
Ottawa-Carleton	MUNICIPAL CONTACT: Pat Larkin	Pat Larkin	POPULATION SERVED:	616,200
Para Transpo		(613) 748-4406	SERVICE AREA (ha):	37,000
	OPERATIONS CONTACT: Pat Larkin	Pat Larkin	ADVISORY COMMITTEE?	yes
		(613) 748-4406	NUMBER OF MEMBERS:	12
REGISTRANTS	FINANCIAL		SERVICE	

		113			
	SERVICE OPERATED BY:	SERVICE OPERATED BY: transit commission/contractor	SERVICE STARTED IN:	1974	
wa-Carleton	MUNICIPAL CONTACT: Pat Larkin	Pat Larkin	POPULATION SERVED:	Ó	10
Transpo		(613) 748-4406	SERVICE AREA (ha):		
	OPERATIONS CONTACT: Pat Larkin	Pat Larkin	ADVISORY COMMITTEE?	yes	
		(613) 748-4406	NUMBER OF MEMBERS:		1
STRANTS	FINANCIAL		SERVICE		

	0)	ш.	0,		-	S	E	오			
	Vcontractor							Revenue		\$1,072,000	
2	nsit commission/contractor	t Larkin	3) 748-4406	1 Larkin	13) 748-4406		ENUES:	Oper. Cost	\$14,852,000	\$14,852,000	

OPERATING COSTS AND REVE

OCAL ELIGIBILITY CRITERION:

Unable to Board Unable to Use

Other

ontractor	SERVICE STARTED IN:	
	POPULATION SERVED:	
	SERVICE AREA (ha):	
	ADVISORY COMMITTEE?	
	NUMBER OF MEMBERS:	
	SERVICE	
	TYPE:	accessible
Revenue	HOURS OF SERVICE:	
	Weekdays	0630 to 24
	Saturday	0630 to 24
\$1,072,000	Sunday	0630 to 24
	Holidays	0630 to 24
13,780,000	13,780,000 CALL-INS:	no min, m
\$6,965,000	METHODS:	

RS:	accessible door	0630 to 2430 0630 to 2430	0630 to 2430 0630 to 2430	no min, max 1 day	computer assisted computer assisted manual/computer assisted
MEMBERS:	SVICE				

\$23

Monthly Pass \$69,\$53,\$43.50 \$53,\$43.50 53,\$43.50

Tickets/Cards \$0.65 \$0.65 \$0.65 \$0.65

Cash

FARE STRUCTURE:

Dispatching Scheduling

Non-Ded.

Dedicated 235,037 105,327 65,703 540,364

ANNUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

Other (not eligible)

4,756 12,012 1.229

NUMBER OF REGISTRANTS:

**NAITING ON LIST?** 

WAITING LIST?

Eligible - Wheelchair

FOTAL:

9/49

- Ambulatory - Temporary

Reservations Registration

\$6,815,000 \$60,000

NET OPERATING COST.

Non-Dedicated

FOTAL:

2

ELIGIBILITY COMMITTEE? medical/health professional

**MEMBERS?** 

Dedicated

×

Provincial Share Municipal Share

Donations

yes

REGISTRATION REQUIRED?

REGISTRATION CARDS?

8

\$1.50 \$1.50 \$1.50

Adult

Child Student Senior

manual/computer assisted

\$69,\$53,\$43.50

a.m. peak 6:30 - 8:59 \$2.60, p.m. peak 15:00 - 17:29 \$2.00

58% OTHER METHODS OF PAYMENT:

Other

5,025 COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

81,495 33,890

JNACCOMMODATED TRIP REQUESTS:

VO-SHOWS:

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

every 2 or 3 years

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

Reservation Prebooked

17,997

Attendants/Companions

Other (not eligible)

TOTAL:

Subscription TRIP TYPES:

Fare Structure

same same

\$69,\$53,\$43.50

\$0.65 \$0.65

\$1.50 \$1.50

Companion

35%

**Attendant** 

VEHICLES										EMPLOYEES	rees		
		Whe	Wheelchair	Ambulatory	tony	Average		ANNUAL KILOMETRES:					
VEHICLE TYPES:	Number	Öl	Capacity	Capacity	city	Age	_	Revenue	6,176,622	NUMBER OF	6,176,622 NUMBER OF EMPLOYEES:		
S-Wagon/Sedan							F	Fotal	7,217,626		Full Time	Part Time	2
Modified Vans							4	ANNUAL HOURS:		Operators	506		-
Small Buses	2		4		4	ന	_	Revenue	331,947	Office	21		9
Purpose-Built	10		œ		4	9		Total		Mainten.	10		
Other	61									Admin.	10		
TOTAL VEHICLES	141						27	IS NON-DEDICATED SERVICE	• • • •	Volun.			
							4	AVAILABLE? no		TOTAL	247		9
Ownership:	contractor	/transit co	contractor/transit commission										
Maintenance:	contractor/operator	/operator					Z	NO. OF OPERATORS:		UNIONS:			
										Specialized	ATU Local 279	al 279	
FLEET DISTRIBUTION:							α.	PAYMENT METHOD:		Conventional	al ATU Local 279	al 279	
6-9	9-11	11-2	24	9-4-	6-9	9-12 12+		(ie. flat rate, hourly, per km etc.)					
Peak Day 88	102	92	115			18 8	00			MAXIMUM W	MAXIMUM WAGE RATES:		
Saturday 22	36	40	36	36	. 22	18 12					Specialized		Conventional
Sunday 10	30	35	35	35	28	20 8		PAYMENT VERIFICATION:		Operators	\$16.16		\$18.05
Holidays 16	32	32	32	32	20	20	80			Maintenance	\$23.00		\$21.00
PERFORMANCE IND	IND	ICATORS	SHC										
FINANCIAL				SER	SERVICE:					SERVICE U	SERVICE UTILIZATION:		
tach a Dannana and and	to		7 20%	Deni	Renietrante/Canita	Sanita			0.0292	Trips/Hour			1.93
Not Opposition Coefficients	ī .		822 3C	Bour	A OTHER	Revenue Vehicle Hours/Capita	s/Capit	Ţ.	0.5387	Kilometres/Hour	Hour		18.61
Minicipal Net Cost/Capita	4		\$11.06	Trips	Trips/Capita				1.0392	Average Kill	Average Kilometres/Trip		9.65
Share of Net Cost				Trips	by Non	Trips by Non-Dedicated Service	d Servi	99		Trips/Registrant	rant		35.58
- Provincial			51%		,					Unaccomm	Jnaccommodated Trip Requests	su.	0.78%
- Municipal			49%	EFF	EFFECTIVENESS:	VESS:				Cancellations	SI		12.73%
(incl. donations)				Cost	Cost/Trip	- Dedicated	cated		\$23.19	No-Shows			2.29%
						-Non-	- Non-Dedicated	nted					
EFFICIENCY (Dedicated Service Only):	Service Or	:(Au								VEHICLEU	VEHICLE UTILIZATION (Dedicated Service Only):	ated Servi	se Only):
Cost/Hour			\$44.74	LAB	OUR PR	LABOUR PRODUCTIVITY:	JITY:			Revenue H	Revenue Hours/Vehicle		2,354
Cost/Kilometre			\$2.40	Hom	Hours/Operator	Tor			1,611	Kilometres/Vehicle	Vehicle		43,806
Maintenance Cost/Kilometre	tre												

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	June 1988	<b>6</b>
Owen Solind		MINICIPAL CONTACT:	Jim Cobum		POPULATION SERVED:		21,000
							2367
Specialized Transit			(519) 376-1440		SERVICE AREA (na):		100,2
		OPERATIONS CONTACT:			ADVISORY COMMITTEE?	yes	
					NUMBER OF MEMBERS:		7
REGISTRANTS		FINANCIAL			SERVICE		
OCAL FLIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
I hable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$95,815		Weekdays	0800 to 1800	
Other		Non-Dedicated	\$11,772		Saturday	1200 to 1800	
5		TOTAL:	\$107,587	\$15,742	Sunday	0900 to 1500	
ELIGIBILITY COMMITTEE?	88				Holidays	no service	
WEMBERS?	2	NET OPERATING COST:		\$91,845	\$91,845 CALL-INS:	по тіп, по тах	
		Provincial Share		\$72,503	METHODS:		
		Municipal Share		\$19,342	Registration	computer assisted	
REGISTRATION REQUIRED?	Ves	Donations			Reservations	manually	
REGISTRATION CARDS?	, kes				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:		
		- Ambulatory	7,659	1,88,1	Cash	sh Tickets/Cards	Monthly Pass
NI IMBER OF REGISTRANTS:		Attendants/Companions				\$1.25	\$33.00
	274 44%	Other (not eligible)			Child \$0.	\$0.25	\$5.00
		TOTAL:	10,480	1,891	Student \$1.	\$1.25	\$18.00
					Senior \$1.	\$1.25	\$25.00
Attendants/Companions		TRIP TYPES:			Attendant \$1.	\$1.25	
Other (not elicible)		Subscription			Companion \$1	\$1.25	
	624	Prebooked			Other \$1	\$1.25	
		Reservation			OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			high school students \$25.00		
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	009	600 COMPARISON WITH CONVENTIONAL THANSIT	NIONAL IMANSII:	
COMPANIONS ALLOWED IF SPACE?	768	CANCELLED TRIPS:		100	Conventional Hours	shorter	
VISITORS ELIGIBLE?	Ves.	NO-SHOWS:		100	Fare Structure	same	
	-						

VEHICLE TYPES: Num S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other TOTAL VEHICLES Ownership: mur	Number	Wheelchair		Aviona	ANNI IAI KII OMETBES:			
ES	mper		Ambulatory	Average	WINDTH			
pon/Sedan ed Vans Buses se-Built VEHICLES ship:		Capacity	Capacity	Age	Revenue		NUMBER OF EMPLOYEES:	į
ed Vans Buses se-Built VEHICLES ship:					Total	49,017	Full Time	Par lime
Buses se-Built VEHICLES ship:					ANNUAL HOURS:		Operators	
se-Built VEHICLES Ship:	-	4	4	9	Revenue	2,761	Office	
VEHICLES ship:					Total	2,940	Mainten.	
							Admin.	
	-				IS NON-DEDICATED SERVICE AVAILABLE?		Volun. TOTAL	
	municipality							
	operator				NO. OF OPERATORS:	~	UNIONS:	
							Specialized yes, work contracted	iracted
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11 11-2	-2 2-4	9-9-9-9-8-8-8-8-8-8-8-8-8-8-8-8-8-8-8-8	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 1	-	-			flat rate per trip		MAXIMUM WAGE RATES:	
Saturday	·	-					ods	Conventional
Sunday	·	~			PAYMENT VERIFICATION:		Operators \$11.75	\$11.75
Holidays							Maintenance \$14.96	\$14.96
PERFORMANCE INDI		CATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		14.6%	Registrants/Capita	Sapita		0.0297	Trips/Hour	3.80
Net Operating Cost/Capita		\$4.37	Revenue Ve	Revenue Vehicle Hours/Capita	pita pita	0.1315	Kilometres/Hour	16.30
Municipal Net Cost/Capita		\$0.92	Trips/Capita			0.5891	Average Kilometres/Trip	4.30
Share of Net Cost			Trips by Nor	Trips by Non-Dedicated Service	rvice	15%	Trips/Registrant	19.83
- Provincial		75%					Unaccommodated Trip Requests	4.85%
- Municipal		25%	EFFECTIVENESS:	NESS:			Cancellations	0.81%
(incl. donations)			Cost/Trip	- Dedicated	70	\$9.14	No-Shows	0.81%
				- Non-Dedicated	icated	\$6.23		
EFFICIENCY (Dedicated Service Only):	vice Only):						VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$34.70	LABOUR PF	LABOUR PRODUCTIVITY:	,,,		Revenue Hours/Vehicle	2,761
Cost/Kilometre		\$2.13	Hours/Operator	itor			Kilometres/Vehicle	45,017
Maintenance Cost/Kilometre								

		SERVICE OPERATED BY:	hospital		SERVICE STARTED IN:	October	1978	
							a	0900
Paris		MUNICIPAL CONTACT:	Gloria Taylor		POPULATION SERVED:		oʻ	3
Community Van Program	E		(519) 442-6324		SERVICE AREA (ha):		÷	1,121
		OPERATIONS CONTACT:	Christine Cochrane		ADVISORY COMMITTEE?		yes	
			(519) 442-2251		NUMBER OF MEMBERS:			12
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door		
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$82,180		Weekdays	0900 to 1600		
Other		Non-Dedicated			Saturday			
		TOTAL:	\$82,180	\$3,266	Sunday			
ELIGIBILITY COMMITTEE?	yes				Holidays			
MEMBERS?	10	NET OPERATING COST:		\$78,914	\$78,914 CALL-INS:	min 24 hours, max 60 days	ax 60 days	
		Provincial Share		\$31,194	METHODS:			
		Municipal Share		\$47,720	Registration	computer-assisted	þ	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually		
REGISTRATION CARDS?	yes				Scheduling	manually		
WAITING LIST?	9	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	1,285		FARE STRUCTURE:			
		- Ambulatory	2,638			Cash Tickets/Cards	ds Monthly Pass	Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	485			\$2.50		
Eligible - Wheelchair	98% 09	Other (not eligible)			Child \$2	\$2.50		
- Ambulatory	93 59%	TOTAL:	3,923		Student \$2	\$2.50		
- Temporary	5 3%				Senior \$2	\$2.50		
Attendants/Companions		TRIP TYPES:				\$2.50		
Other (not eligible)		Subscription			Companion \$2	\$2.50		
TOTAL:	158	Prebooked		11%	Other \$2	\$2.50		
		Reservation		13%	0	AENT:		
HOW OFTEN IS REG. LIST SCREENED?	c.	Demand-Response		10%	trips outside Paris \$5.00/round trip	und trip		
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	25	COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT	<u>.</u>	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		100	Conventional Hours			
VISITORS ELIGIBLE?	yes	NO-SHOWS:		25	Fare Structure	different, \$2.75		

VEHICLES							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	29,226	29,226 NUMBER OF EMPLOYEES:	Part Time
The diffed Man	,	•	•	•		20t'53	2	
Modified Varis	-	2	2	m	ANNUAL HOURS:		Operations	7
Small Buses	2	S		O	Revenue	1,540	Office	<b>-</b> -
Purpose-Built					Total	1,690	Mainten.	
Other							Admin.	-
TOTAL VEHICLES	ო				IS NON-DEDICATED SERVICE AVAILABLE?		Volun. TOTAL	ω 4
Ownership:	non-profit organiz	nganiz						
Maintenance:	contracted out	out			NO. OF OPERATORS:		UNIONS:	
							Specialized SEIU Local 204	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
ال	6-9 9-11	11-2 2-4	94-6	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day	-				flat rate per trip		MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators \$13.79	
Holidays							Maintenance	
PERFORMANCE INDICATORS	FINDI	CATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	ost	4.0%	Registrants/Capita	s/Capita		0.0178	Trips/Hour	2.55
Net Operating Cost/Capita	ŭ	\$8.90	Revenue V	Revenue Vehicle Hours/Capita	apita	0.1736	Kilometres/Hour	18.98
Municipal Net Cost/Capita	ū	\$5.38	Trips/Capita	ŭ		0.4423	Average Kilometres/Trip	7.45
Share of Net Cost			Trips by Nk	Trips by Non-Dedicated Service	ervice		Trips/Registrant	24.83
- Provincial		20%					Unaccommodated Trip Requests	0.64%
- Municipal		20%	EFFECTIVENESS:	ENESS:			Cancellations	2.55%
(incl. donations)			Cost/Trip	- Dedicated	pa	\$20.95	No-Shows	0.64%
				- Non-Dedicated	dicated			
EFFICIENCY (Dedicated Service Only):	Service Only	y):					VEHICLE UTILIZATION (Dedicated Service Only):	avice Only):
Cost/Hour		\$53.36	LABOUR	LABOUR PRODUCTIVITY:	;;		Revenue Hours/Vehicle	513
Cost/Kilometre		\$2.81	Hours/Operator	rator		1,540	Kilometres/Vehicle	9,742
14-1-4-1-4-1-4-1-4-1-4-1-4-1-4-1-4-1-4-								

		119				
	SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	June	1981
Peel	MUNICIPAL CONTACT:	Norman R. McLeod		POPULATION SERVED:		783,000
Transhelp		(905) 791-1015		SERVICE AREA (ha):		75,897
	OPERATIONS CONTACT:	Norman R. McLeod		ADVISORY COMMITTEE?		)es
		(905) 791-1015		NUMBER OF MEMBERS:		80
REGISTRANTS	FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door	
Unable to Board		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use X	Dedicated	\$2,325,439		Weekdays	0730 to 2330	
Other	Non-Dedicated	\$858,517		Saturday	0900 to 2330	
	TOTAL:	\$3,183,956	\$181,241	Sunday	0900 to 1700	
ELIGIBILITY COMMITTEE? no				Holidays	0900 to 1700	
MEMBERS?	NET OPERATING COST:		\$3,002,715 CALL-INS:	CALL-INS:	min 48 hours, max 14 days	14 days
administrative staff/medical/health professional	Provincial Share		\$1,523,825	METHODS:		
	Municipal Share		\$1,478,890	Registration	computer assisted	
REGISTRATION REQUIRED? yes	Donations		\$6,340	Reservations	computer assisted	
REGISTRATION CARDS? NO				Scheduling	manually	
WAITING LIST?	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	
WAITING ON LIST?	Eligible - Wheelchair	41,262	20,415	FARE STRUCTURE:		
	- Ambulatory	60,482	29,925	Cash	h Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	12,666	6,280	Adult \$1.50	50 10/\$14.00	\$61.00
Eligible - Wheelchair 876 44%	% Other (not eligible)			Child \$1.50	50 10\$14.00	
- Ambulatory 1,053 53%	% TOTAL:	101,744	56,620	Student \$1.50	50 10/\$14.00	
- Temporary 62 3%				Senior \$1.50	50 10/\$8.00	
Attendants/Companions	TRIP TYPES:			Attendant		
Other (not eligible)	Subscription		62%	Companion \$1.50	20	
TOTAL: 1,991	Prebooked			Other \$1.50	20	
	Reservation		37%	OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		1%			
every 6 months	UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	3,558	COMPARISON WITH CONVENTIONAL TRANSIT:	NTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE? yes	CANCELLED TRIPS:		11,343	Conventional Hours	longer	
VISITORS ELIGIBLE? yes	NO-SHOWS:		2,016	Fare Structure	same	

VEHICLES							L	)	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue 1	,102,514	1,102,514 NUMBER OF EMPLOYEES:	APLOYEES:	
E					Total 1	1,102,514	리	Full Time	Part Time
Modified Vans	က	9	4	9	ANNUAL HOURS:		Operators	21	17
Small Buses	18	9	4	4	Revenue	44,813	Office	ഹ	ည
Purpose-Built	8	9	4	7	Total	44,813	Mainten.	4	
Other	2	7	16	4			Admin.	9	
TOTAL VEHICLES	25				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? yes		TOTAL	36	22
Ownership:	municipality								
Maintenance:	municipality				NO. OF OPERATORS:	က	3 UNIONS:		
			•				Specialized	CUPE Local 1483A	1483A
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	ATU Local 1572, 1573	572, 1573
6-9	9-11	11-2 2-4	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 20	54	24 24	1		flat rate per trip		MAXIMUM WAGE RATES:	E RATES:	
Saturday								Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$14.92	\$19.40
Holidays							Maintenance	\$18.62	\$20.73
PERFORMANCE INDI		CATORS							
FINANCIAL			SERVICE				SERVICE UTILIZATION:	IZATION:	
R/C = Op. Revenue/Op. Cost	St	5.7%	Registrants/Capita	Capita		0.0025	Trips/Hour		227
Net Operating Cost/Capita		\$3.83	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.0572	Kilometres/Hour		24.60
Municipal Net Cost/Capita		\$1.89	Trips/Capita			0.2023	Average Kilometres/Trip	stres/Trip	10.84
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	ervice	36%	<b>Trips/Registrant</b>		79.54
- Provincial		51%					Unaccommodal	Unaccommodated Trip Requests	225%
- Municipal		49%	EFFECTIVENESS:	ENESS:			Cancellations		7.16%
(incl. donations)			Cost/Trip	- Dedicated	79	\$22.86	No-Shows		127%
				- Non-Dedicated	licated	\$15.16			
EFFICIENCY (Dedicated Service Only):	Service Only	<u>ن</u> ــــــــــــــــــــــــــــــــــــ					VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$51.89	LABOUR P	LABOUR PRODUCTIVITY:	e.		Revenue Hours/Vehicle	://ehide	1,793
Cost/Kilometre		\$211	Hours/Operator	ator		1,519	Kilometres/Vehicle	icle	44,101

		SERVICE OPERATED BY:	non-profit organization	-	SERVICE STARTED IN:	August	1989
Pembroke		MUNICIPAL CONTACT:	Susan Sweet		POPULATION SERVED:		25,000
Handi-Bus			(613) 735-3675		SERVICE AREA (ha):	_	n/a
		OPERATIONS CONTACT:	Art Gallagher		ADVISORY COMMITTEE?		yes
			(613) 735-6998		NUMBER OF MEMBERS:		10
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door	
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$113,574		Weekdays	0800 to 1630	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$113,574	\$25,346	Sunday		
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	0	NET OPERATING COST:		\$88,228	\$88,228 CALL-INS:	min 24 hours, no max	тах
		Provincial Share		\$66,171	METHODS:		
		Municipal Share			Registration	manually	
REGISTRATION REQUIRED?	yes	Donations		\$66,399	Reservations	manually	
REGISTRATION CARDS?	2				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	2,494		FARE STRUCTURE:		
		- Ambulatory	11,172		8	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult \$2	\$2.00	
Eligible - Wheelchair	23 7%	Other (not eligible)			Child \$2	\$2.00	
- Ambulatory	316 93%	TOTAL:	13,666		Student \$2		
- Temporary					Senior \$2	\$2.00	
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		34%	Companion \$2	\$2.00	
TOTAL:	339	Prebooked		%	Other		
		Reservation		45%	45% OTHER METHODS OF PAYMENT:	(ENT:	
HOW OFTEN IS REG. LIST SCREENED?	ED?	Demand-Response		15%			
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	2	COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		328	Conventional Hours	longer	
VISITORS FI IGIRI F?	VPS	NO-SHOWS:		33	Fare Structure	different \$1.35	

								0 11	
	M	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES: Nur	Number	Capacity	Capacity	Age	Revenue	42,135	NUMBER OF EMPLOYEES:		
S-Wagon/Sedan					Total	46,035	II)	Full Time	Part Time
Modified Vans	2	ιΩ	თ	œ	ANNUAL HOURS:		Operators	-	2
Small Buses					Revenue	3,095	Office		
Purpose-Built					Total	3,380	Mainten.		
Other							Admin.	-	
TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? no		TOTAL	2	2
Ownership: non-	non-profit organiz								
Maintenance: non-	non-profit organiz				NO. OF OPERATORS:	_	UNIONS:		
							Specialized	5	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	CUPE local 24	*
6-9	9-11 11-2	24	4-6 6-9 9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
		2			flat rate per trip	_	MAXIMUM WAGE RATES:	SE RATES:	
Saturday								Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$1200	\$13.56
Holidays							Maintenance		\$15.71
PERFORMANCE INDI	NDICAT	CATORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	IZATION:	
R/C = Op.Revenue/Op.Cost		22.3%	Registrants/Capita	apita		0.0136	Trips/Hour		4.42
Net Operating Cost/Capita		\$3.53	Revenue Vet	Revenue Vehicle Hours/Capita	apita	0.1238	Kilometres/Hour	h	13.61
Municipal Net Cost/Capita			Trips/Capita			0.5466	Average Kilometres/Trip	etres/Trip	3.08
Share of Net Cost			Trips by Non-	Trips by Non-Dedicated Service	avice		Trips/Registrant	**	40.31
- Provincial		75%					Unaccommoda	Unaccommodated Trip Requests	0.01%
- Municipal		25%	EFFECTIVENESS:	VESS:			Cancellations		263%
(incl. donations)			Cost/Trip	- Dedicated	O	\$8.31	No-Shows		0.24%
				- Non-Dedicated	icated				
EFFICIENCY (Dedicated Service Only):	ice Only):						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$36.70	LABOUR PR	LABOUR PRODUCTIVITY:	2.		Revenue Hours/Vehicle	s/Vehicle	1,548
Cost/Kilometre		\$2.70	Hours/Operator	tor		1,548	Kilometres/Vehicle	icle	21,068

								_
		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	September	1976	
Peterborough (City)		MUNICIPAL CONTACT:	Jim Kimble		POPULATION SERVED:		7	70,000
Handi Van			(705) 748-8895		SERVICE AREA (ha):			5,332
		OPERATIONS CONTACT:	Jack Spafford		ADVISORY COMMITTEE?		yes	
			(705) 745-0525		NUMBER OF MEMBERS:			10
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door		
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$574,967		Weekdays	0715 to 2315		
Other		Non-Dedicated	\$6,594		Saturday	0715 to 2315		
		TOTAL:	\$581,561	\$56,417	Sunday	0930 to 2000		
ELIGIBILITY COMMITTEE?	00				Holidays			
MEMBERS?		NET OPERATING COST:		\$525,144	\$525,144 CALL-INS:	min 24 hours, max 7 days	ax 7 days	
eligibility determined by admin. staff		Provincial Share		\$328,594	METHODS:			
		Municipal Share		\$196,550	Registration	manually		
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually		
REGISTRATION CARDS?	yes				Scheduling	manually		
WAITING LIST?	02	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	20,439	124	FARE STRUCTURE:			
		- Ambulatory	28,223	357	ଞା	Cash Tickets/Cards	is Monthly Pass	Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	3,236	83	Adult \$1	\$1.35	49	\$50.00
Eligible - Wheelchair 386	5 42%	Other (not eligible)			Child	\$0.90	49	\$24.00
- Ambulatory 533	3 58%	TOTAL:	48,662	481	Student \$1	\$1.35	43	\$39.00
- Temporary	3 0%				Senior \$1	\$1.35	G	\$12.50
Attendants/Companions		TRIP TYPES:			Attendant \$1	\$1.35		
Other (not eligible)		Subscription		49%	Companion \$1	\$1.35		
TOTAL: 922	2	Prebooked		24%	Other			
		Reservation		27%	OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		1%				
every 4 or 5 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT		
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		5,175	Conventional Hours	shorter		
VISITORS ELIGIBLE?	Ves	NO-SHOWS:		583	Fare Structure	same as adult		

			Part Time	2	2	m			7			ATU local 1320	ATU local 1320			Specialized Conventional	\$15.85 \$15.85	\$15.96 \$15.96			3.59	20.00	5.58	53.30		10.53%	1.19%		edicated Service Only):	2,262	45,235	
EMPLOYEES		NUMBER OF EMPLOYEES:	Full Time	Operators 8	Office 1	Mainten.	Admin. 1	Volun.	TOTAL 10		2 UNIONS:	Specialized ATU	Conventional ATU		MAXIMUM WAGE RATES:	Speci	Operators \$1	Maintenance \$1		SERVICE UTILIZATION:	Trips/Hour	Kilometres/Hour	Average Kilometres/Trip	Trips/Registrant	Unaccommodated Trip Requests	Cancellations	No-Shows		VEHICLE UTILIZATION (Dedicated Service Only):	Revenue Hours/Vehicle	Kilometres/Vehicle	
		271,412	271,412		13,570	13,570					2										0.0132	0.1939	0.7020	1%			\$11.82	\$13.71			1,508	
	ANNUAL KILOMETRES:	Revenue	Total	ANNUAL HOURS:	Revenue	Total		IS NON-DEDICATED SERVICE	AVAILABLE? yes		NO. OF OPERATORS:		PAYMENT METHOD:	(ie. flat rate, hourly, per km etc.)	meter rate		PAYMENT VERIFICATION:					apita		ervice			28	dicated		;;		
	Average	Age		6.3										12+							ā	e Hours/C		dicated S		SS:	- Dedicated	- Non-Dedicated		UCTIVITY		
	Ambulatory	Capacity		ς,									•	4-6 6-9 9-12	-	2 1 1	+-			SERVICE:	Registrants/Capita	Revenue Vehicle Hours/Capita	Trips/Capita	Trips by Non-Dedicated Service		EFFECTIVENESS:	Cost/Trip			LABOUR PRODUCTIVITY:	Hours/Operator	
	Wheelchair	Capacity		ເດ										24		m	***		CATORS		%/.6	\$7.50	\$2.81		%69	37%				\$42.37	\$2.12	00.00
		Number		9				9		municipality	municipality			9 9-11 11-2	2	60	e e		E INDICA		ost	d	a						Service Only):			
VEHICLES		VEHICLE TYPES:	S-Wagon/Sedan	Modified Vans	Small Buses	Purpose-Built	Other	TOTAL VEHICLES		Ownership:	Maintenance:		FLEET DISTRIBUTION:	6-9	Peak Day 6	Saturday	Sunday	Holidays	PERFORMANCE INDI	FINANCIAL:	B/C = Op. Revenue/Op. Cost	Net Operating Cost/Capita	Municipal Net Cost/Capita	Share of Net Cost	- Provincial	- Municipal	(incl. donations)		EFFICIENCY (Dedicated Service Only):	Cost/Hour	Cost/Kilometre	

			22				
		SERVICE OPERATED BY:	non-profit organization	n	SERVICE STARTED IN:	January 1992	2
Peterborough (County)	2	MUNICIPAL CONTACT:	Bryce McLean		POPULATION SERVED:		48,165
Senior Citizens Council -	<u>:</u>		(705) 743-0380		SERVICE AREA (ha):		388,943
Caremobile		OPERATIONS CONTACT:	Barbara Beck		ADVISORY COMMITTEE?	уев	
			(705) 742-7067		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use Other		Dedicated Non-Dedicated	\$50,062		Weekdays	0830 to 1700	
		TOTAL:	\$50,062	\$6,383	Sunday		
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$43,679	\$43,679 CALL-INS:	min 24 hrs, max. 60 days	ays
eligibility determined by staff/medical health professional Provincial Share	alth professic	onal Provincial Share		\$21,013	\$21,013 METHODS:		
		Municipal Share			Registration	manually	
REGISTRATION REQUIRED?	yes	Donations		\$4,627	Reservations	manually	
REGISTRATION CARDS?	)es				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	1,300		FARE STRUCTURE:		
		- Ambulatory	269		Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	143		Adult		
Eligible - Wheelchair	38 40%	Other (not eligible)			Child		
- Ambulatory	22 60%	TOTAL:	1,997		Student		
- Temporary					Senior		
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		%6	Companion		
TOTAL:	95	Prebooked		53%	Other		
		Reservation		%89	OTHER METHODS OF PAYMENT:	Ë	
HOW OFTEN IS REG. LIST SCREENED?	03	Demand-Response		%0	\$5.00 to \$10.00 per round trip depending on distance travelled	depending on distance	travelled.
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	10	10 COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		100	Conventional Hours		
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure		

0110								<i>(</i> )	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	61,408	61,408 NUMBER OF EMPLOYEES:	PLOYEES:	
S-Wagon/Sedan					Total	64,108	리	Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators	-	
Small Buses	-	2	12	ဇ	Revenue	1,697	Office	-	
Purpose-Built					Total	1,883	Mainten.		
Other							Admin.	<b>*</b>	
TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE		Voiun.		
					AVAILABLE? no		TOTAL	က	
Ownership:	municipality/	municipality/non-profit organization	ation						
Maintenance:	contract oper	contract operator/County roads dept.	s dept		NO. OF OPERATORS:		UNIONS:		
							Specialized	5	
PLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional		
9	6-9 9-11 1	11-2 2-4	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day	-	-				_	MAXIMUM WAGE RATES:	E RATES:	
Saturday								Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$13.31	
Holidays							Maintenance		
PERFORMANCE INDI		CATORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	ZATION:	
R/C = Op.Revenue/Op.Cost	Cost	12.8%	Registrants/Capita	Sapita		0.0020	Trips/Hour		1.18
Net Operating Cost/Capita	Ita	\$0.91	Revenue Vel	Revenue Vehicle Hours/Capita	apita	0.0352	Kilometres/Hour		36.19
Municipal Net Cost/Capita	tz		Trips/Capita			0.0415	Average Kilometres/Trip	tres/Trip	30.75
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	arvice		<b>Trips/Registrant</b>		21.02
- Provincial		20%					Unaccommodat	Unaccommodated Trip Requests	0.50%
- Municipal		20%	EFFECTIVENESS:	NESS:			Cancellations		5.01%
(incl. donations)			Cost/Trip	- Dedicated	P	\$25.07	No-Shows		
				- Non-Dedicated	Incated			!	
EFFICIENCY (Dedicated Service Only):	Service Only						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour		\$29.50	LABOUR PR	LABOUR PRODUCTIVITY:	41		Revenue Hours/Vehicle	Vehicle	1,697
Cost/Kilometre		\$0.82	Hours/Operator	ttor		1,697	Kilometres/Vehicle	cle	61,408

	171	
	SERVICE OPERATED BY:	SERVICE STARTED IN:
Pickering	MUNICIPAL CONTACT:	POPULATION SERVED:
No Data Received		SERVICE AREA (ha):
	OPERATIONS CONTACT:	ADVISORY COMMITTEE?
		NUMBER OF MEMBERS:
REGISTRANTS	FINANCIAL	SERVICE
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	TYPE:
Unable to Board	Oper. Cost	Revenue HOURS OF SERVICE:
Other	Non-Dedicated Non-Dedicated	Weekdays
	TOTAL	Sunday
ELIGIBILITY COMMITTEE?		Holidays
MEMBERS?	NET OPERATING COST:	CALL-INS:
	Provincial Share	METHODS:
	Municipal Share	Registration
REGISTRATION REQUIRED?	Donations	Reservations
REGISTRATION CARDS?		Scheduling
WAITING LIST?	ANNUAL ONE-WAY TRIPS: Dedicated Non-Ded	1. Dispatching
WAITING ON LIST?		FA
	- Ambulatory	Cash Tickets/Cards Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	
Eligible - Wheelchair	Other (not eligible)	Child
- Ambulatory	TOTAL:	Student
- Temporary		Senior
Attendants/Companions	TRIP TYPES:	Attendant
Other (not eligible)	Subscription	Companion
TOTAL:	Prebooked	Other
	Reservation	OTHER METHODS OF PAYMENT:
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response	
	UNACCOMMODATED TRIP REQUESTS:	COMPARISON WITH CONVENTIONAL TRANSIT:
COMPANIONS ALLOWED IF SPACE?	CANCELLED TRIPS:	Conventional Hours
VISITORS ELIGIBLE?	NO-SHOWS:	Fare Structure

Whee	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:		
Number	Capacity	Capacity	Age	Revenue	ES:	i
S-Wagon/Sedan				Total	Full Time	Part Time
Modified Vans				ANNUAL HOURS:	Operators	
Small Buses				Revenue	Office	
Purpose-Built				Total	Mainten.	
Other					Admin.	
TOTAL VEHICLES				IS NON-DEDICATED SERVICE	Volun.	
				AVAILABLE?	TOTAL	
Ownership:						
Maintenance:				NO. OF OPERATORS:	UNIONS:	
					Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:	Conventional	
6-9 9-11 11-2	24	9-4-6	9-12	(ie. flat rate, hourly, per km etc.)		
Peak Day					MAXIMUM WAGE RATES:	
Saturday					Specialized	Conventional
Sunday				PAYMENT VERIFICATION:	Operators	
Holidays					Maintenance	
PERFORMANCE INDICATORS	RS					
FINANCIAL:		SERVICE:			SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost		Registrants/Capita	Capita		Trips/Hour	
Net Operating Cost/Capita		Revenue Ve	Revenue Vehicle Hours/Capita	apita	Kilometres/Hour	
Municipal Net Cost/Capita		Trips/Capita			Average Kilometres/Trip	
Share of Net Cost		Trips by Non	Trips by Non-Dedicated Service	ervice	Trips/Registrant	
- Provincial					Unaccommodated Trip Requests	
- Municipal		EFFECTIVENESS:	NESS:		Cancellations	
(incl. donations)		Cost/Trip	- Dedicated	Q	No-Shows	
			- Non-Dedicated	licated		
EFFICIENCY (Dedicated Service Only):					VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		LABOUR PF	LABOUR PRODUCTIVITY:	2.	Revenue Hours/Vehicle	
Cost/Kilometre		Hours/Operator	itor		Kilometres/Vehicle	

			129				
		SERVICE OPERATED BY: privo	private contractor		SERVICE STARTED IN:		1986
Port Hope		MUNICIPAL CONTACT: Bart	Barbara Shepard		POPULATION SERVED:		12,500
		506)	(905) 885-4544		SERVICE AREA (ha):		n/a
		OPERATIONS CONTACT:			ADVISORY COMMITTEE?	δ.	yes
					NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	NUES:		TYPE:	door to door	
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$71,552		Weekdays	0815 to 1700	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$71,552	\$13,820	Sunday		
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$57,732	\$57,732 CALL-INS:	no min, no max	
		Provincial Share		\$35,000	METHODS:		
		Municipal Share		\$22,732	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	1,156		FARE STRUCTURE:		
		- Ambulatory	1,777		Ö	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	27.7		Adult	\$1.00	
Eligible - Wheelchair		Other (not eligible)	6/		Child	\$1.00	
- Ambulatory		TOTAL:	2,933		Student \$1	\$1.00	
- Temporary					Senior \$1	\$1.00	
Attendants/Companions		TRIP TYPES:			Attendant \$1	\$1.00	
Other (not eligible)		Subscription			Companion \$1	\$1.00	
TOTAL:		Prebooked			Other \$1	\$1.00	

COMPARISON WITH CONVENTIONAL TRANSIT:

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

yes

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

Reservation

Conventional Hours

Fare Structure

different, \$0.75

						EMPLOYEES	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Number	er Capacity	Capacity	Age	Revenue	21,447	21,447 NUMBER OF EMPLOYEES:	
s-wagon/sedan				Total	21,447	Full Time	Part Time
Modified Vans	-		S	ANNUAL HOURS:		Operators 1	
Small Buses			ഹ	Revenue	2,340	Office	
Purpose-Built				Total	2,340	Mainten.	
Other						Admin.	
TOTAL VEHICLES	2			IS NON-DEDICATED SERVICE		Volun.	
				AVAILABLE? no		TOTAL 1	
Ownership: municipality	pality						
Maintenance: operator	ŭ			NO. OF OPERATORS:		UNIONS:	
						Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
6-9 9-11	11-2 2-4	4-6 6-9 9-12	2 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 1						MAXIMUM WAGE RATES:	
Saturday						Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operations	
Holidays						Maintenance	
PERFORMANCE INDIC	DICATORS						
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	19.3%	Registrants/Capita	sita			Trips/Hour	1.25
Net Operating Cost/Capita	\$4.62	Revenue Vehicle Hours/Capita	e Hours/Ca	upita	0.1872	Kilometres/Hour	9.17
Municipal Net Cost/Capita	\$1.82	Trips/Capita			0.2346	Average Kilometres/Trip	7.31
Share of Net Cost		Trips by Non-Dedicated Service	edicated Se	rvice		Trips/Registrant	
- Provincial	61%					Unaccommodated Trip Requests	
- Municipal	39%	EFFECTIVENESS:	SS:			Cancellations	
(incl. donations)		Cost/Trip	- Dedicated	TO OT	\$24.40	No-Shows	
			- Non-Dedicated	icated			
EFFICIENCY (Dedicated Service Only):	: Only):					VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour	\$30.58	LABOUR PRODUCTIVITY:	UCTIVITY			Revenue Hours/Vehicle	1,170
Cost/Kilometre	\$3.34	Hours/Operator			2,340	Kilometres/Vehicle	10,724
Balmanna Canadallan	1000						

	131	
	SERVICE OPERATED BY:	SERVICE STARTED IN:
Rainy River	MUNICIPAL CONTACT:	POPULATION SERVED:
No Data Received		SERVICE AREA (ha):
	OPERATIONS CONTACT:	ADVISORY COMMITTEE?
		NUMBER OF MEMBERS:

	SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:
131	SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:	
			ived		

	NUMBER OF MEMBERS:
FINANCIAL	SERVICE
OPERATING COSTS AND REVENLIES:	TVPF

S OF SERVICE:

ekdays urday idays ops:

OPERATING COSTS AND REVENUES:	TYPE:	
Oper. Cost Rever	Revenue HOURS OF	PO
Dedicated	Wee	Weekday
Non-Dedicated	Satu	Saturday
TOTAL:	Sunday	Jay
	Holic	Holidays
NET OPERATING COST:	CALL-INS:	5:

ELIGIBILITY COMMITTEE?

MEMBERS?

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

REGISTRANTS

	Ö	Ξ

วัง 	ĭ	CALL	MET	Ä.	

Provincial Share Municipal Share

Donations

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

Dis	Non-Ded.	Dedicated
Sch		
Res		
Æ,		
METH		

istration

Reservations	Scheduling	Dispatching	FARE STRUCTU
		Non-Ded.	
		ated	

ANNUAL ONE-WAY TRIPS:

Attendants/Companions - Ambulatory Eligible - Wheelchair

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

Other (not eligible)

TOTAL:

Adult Child Student Senior Attendant
--

Tickets/Cards Monthly Pass

Cash

Other

Companion

COMPARISON WITH CONVENTIONAL TRANSIT: OTHER METHODS OF PAYMENT: Conventional Hours

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

VISITORS ELIGIBLE? Account the new section on

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

Subscription Reservation

TRIP TYPES: Prebooked

Attendants/Companions

Other (not eligible)

TOTAL:

- Ambulatory - Temporary Fare Structure

VEHICLES						EMPLOIEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:		
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	NUMBER OF EMPLOYEES:	Day Tied
S-wagon/sedan					ANNI MOLIBS:	Notice of the second se	
Small Ruses					Revenue	Office	
Purpose-Built					Total	Mainten.	
Other		ı				Admin.	
TOTAL VEHICLES					IS NON-DEDICATED SERVICE	Volun.	
					AVAILABLE?	TOTAL	
Ownership:							
Maintenance:					NO. OF OPERATORS:	UNIONS:	
						Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:	Conventional	
91	6-9 9-11	11-2 2-4	6-9 9-4	9-12	(ie. flat rate, hourly, per km etc.)		
Peak Day						MAXIMUM WAGE RATES:	
Saturday						Specialized	Conventional
Sunday					PAYMENT VERIFICATION:	Operators	
Holidays						Maintenance	
PERFORMANCE INDICATORS	E INDI	CATORS					
FINANCIAL:			SERVICE			SERVICE UTILIZATION:	
R/C = Op. Revenue/Op. Cost	Cost		Registrants/Capita	Capita		Trips/Hour	
Net Operating Cost/Capita	ita		Revenue Ve	Revenue Vehicle Hours/Capita	apita	Kilometres/Hour	
Municipal Net Cost/Capita	ita		Trips/Capita	_		Average Kilometres/Trip	
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	prvice	Trips/Registrant	
- Provincial						Unaccommodated Trip Requests	
- Municipal			EFFECTIVENESS:	ENESS:		Cancellations	
(incl. donations)			Cost/Trip	- Dedicated	70	No-Shows	
				- Non-Dedicated	icated		
EFFICIENCY (Dedicated Service Only):	d Service Only	y):				VEHICLE UTILIZATION (Dedicated Service Only):	ted Service Only):
Cost/Hour			LABOUR P	LABOUR PRODUCTIVITY:		Revenue Hours/Vehicle	
Cost/Kilometre			Hours/Operator	ator		Kilometres/Vehicle	

						1	
	SERVICE OPERATED BY:	non-profit organization		SERVICE STARTED IN:	March	1985	
Renfrew	MUNICIPAL CONTACT:	W.J. McMahon		POPULATION SERVED:			11,000
Sunshine Coach Service		(613) 432-4848		SERVICE AREA (ha):			92,103
	OPERATIONS CONTACT:	Ted Fraser		ADVISORY COMMITTEE?	٥.	yes	
		(613) 432-2134		NUMBER OF MEMBERS:			14
REGISTRANTS	FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door	_	
Unable to Board		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	Dedicated	\$149,394		Weekdays	0800 to 1630		
Other	Non-Dedicated	\$690		Saturday			
	TOTAL	\$150,084	\$76,208	Sunday	on availability		
ELIGIBILITY COMMITTEE? no				Holidays			
MEMBERS?	NET OPERATING COST:		\$73,876	\$73,876 CALL-INS:	no min, no max		
medical/health professional	Provincial Share			METHODS:			
	Municipal Share			Registration	manually		
REGISTRATION REQUIRED? yes	Donations			Reservations	manually		
REGISTRATION CARDS?				Scheduling	manually		
WAITING LIST? no	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?	Eligible - Wheelchair	4,875	_	FARE STRUCTURE:			
	- Ambulatory	5,970		ठ।	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions	2,346		Adult \$:	\$2.25		\$22.50
Eligible - Wheelchair 125 48%	% Other (not eligible)			Child	\$2.25		\$22.50
- Ambulatory 125 48%	% TOTAL:	10,845		Student \$:	\$2.25		\$22.50
- Temporary 10 4%	9			Senior \$	\$2.25		\$22.50
Attendants/Companions	TRIP TYPES:			Attendant			
Other (not eligible)	Subscription			Companion			
TOTAL: 260	Prebooked			Other			
	Reservation		_	OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response			charge accounts for institutions only	tions only		
every 2 or 3 years	UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSI	ï	
COMPANIONS ALLOWED IF SPACE? yes	CANCELLED TRIPS:			Conventional Hours	longer		
VISITORS ELIGIBLE? yes	NO-SHOWS:			Fare Structure	No Conv. Service	8	

								EMPLOYEES	S	
		Wheelchair	chair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	acity	Capacity	Age	Revenue	135,000	135,000 NUMBER OF EMPLOYEES:	MPLOYEES:	
S-Wagon/Sedan						Total	135,000	11.1	Full Time	Part Time
Modified Vans	67		4	7	-	ANNUAL HOURS:		Operators	2.5	-
Small Buses	-		4	ω	10	Revenue	2,756	Office	0.5	
Purpose-Built						Total	2,756	Mainten.		
Other								Admin.		
TOTAL VEHICLES	က					IS NON-DEDICATED SERVICE		Volun.		
						AVAILABLE? yes		TOTAL	e	-
Ownership:	non-profit organiz	rganiz								
Maintenance:	operator					NO. OF OPERATORS:	4	UNIONS		
								Specialized	2	
FLEET DISTRIBUTION:				•		PAYMENT METHOD:		Conventional	5	
6-9	9-11	11-2	24	6-9 9-4	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 3	2	က	ო			flat rate per trip		MAXIMUM WAGE RATES:	SE RATES:	
Saturday									Specialized	Conventional
Sunday	-	-	4			PAYMENT VERIFICATION:		Operators	\$11.34	n/a
Holidays								Maintenance	n/a	n/a
PERFORMANCE INDI		CATORS	3.8							
FINANCIAL				SERVICE:				SERVICE UTILIZATION:	IZATION:	
R/C = Op.Revenue/Op.Cost	इ	S	50.8%	Registrants/Capita	Capita		0.0236	Trips/Hour		3.94
Net Operating Cost/Capita		Š	\$6.72	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.2505	Kilometres/Hour	Jr.	48.98
Municipal Net Cost/Capita				Trips/Capita			0.9859	Average Kilometres/Trip	etres/Trip	12.45
Share of Net Cost				Trips by Nor	Trips by Non-Dedicated Service	ervice		Trips/Registrant	=	41.71
- Provincial								Unaccommoda	Unaccommodated Trip Requests	S
- Municipal				EFFECTIVENESS:	NESS:			Cancellations		
(incl. donations)				Cost/Trip	- Dedicated	p <sub>0</sub>	\$13.78	No-Shows		
					- Non-Dedicated	dicated				
EFFICIENCY (Dedicated Service Only):	Service Only	ë						VEHICLE UTIL	JZATION (Dedica	VEHICLE UTILIZATION (Dedicated Service Only):
Cost/Hour			\$54.21	LABOUR PI	LABOUR PRODUCTIVITY:	\$ <b>:</b>		Revenue Hours/Vehicle	s/Vehicle	919
Cost/Kilometre		4	\$1.11	Hours/Operator	ator		919	Kilometres/Vehicle	nicle	45,000
Mointonon Continue	-	6	07.00							

and the state of t				135					
			SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:		June 18	1980
Richmond Hill			MUNICIPAL CONTACT:	W.J. Newton		POPULATION SERVED:	ä		
Mobility Bus				(905) 771-2477		SERVICE AREA (ha):			-
			OPERATIONS CONTACT:	A. Evans		ADVISORY COMMITTEE?	EE?	×	yes
				(905) 771-2419		NUMBER OF MEMBERS:	S		
REGISTRANTS			FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:			OPERATING COSTS AND REVENUES:	REVENUES:		TYPE	w	accessible door	
Unable to Board	×			Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use	×		Dedicated	\$142,043			0	0700 to 1900	
Other			Non-Dedicated	\$39,618		Saturday			
			TOTAL:	\$181,661	\$13,752	Sunday			
ELIGIBILITY COMMITTEE?	y	yes				Holidays			
MEMBERS?		00	NET OPERATING COST:		\$167,909	\$167,909 CALL-INS:	_	no min, max 30 days	
			Provincial Share		\$100,887	\$100,887   METHODS:		•	
			Municipal Share		\$67,022	Registration	_	manually	
REGISTRATION REQUIRED?	ye	yes	Donations			Reservations	E	manually	
REGISTRATION CARDS?	y	yes				Scheduling		manually	
WAITING LIST?	5	C	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	_	manually	
WAITING ON LIST?			Eligible - Wheelchair	2,548	1,427	FARE STRUCTURE:			
			- Ambulatory	8,067	3,807		Cash	Tickets/Cards	Monthly F
NUMBER OF REGISTRANTS:			Attendants/Companions	472	54	Adult	\$1.50		X
Eligible - Wheelchair	366	29%	Other (not eligible)	4,268		Child	\$0.90		
- Ambulatory	858	67%	TOTAL:	10,615	5,234	Student	\$1.25		\$
- Temporary	48	4%				Senior	\$0.90		
Attendants/Companions			TRIP TYPES:			Attendant			
Other (not eligible)			Subscription		10%	Companion			
TOTAL:	1,272		Prebooked		48%	Other			

49.95

Pass

47.00

60 COMPARISON WITH CONVENTIONAL TRANSIT:

7% OTHER METHODS OF PAYMENT:

same same

Conventional Hours Fare Structure

1,140 298

35%

UNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

Yes X8

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

annually

VISITORS ELIGIBLE?

Reservation

896,1

950

œ

							LM LOILLO			
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:					
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	53,089	NUMBER OF EMPLOYEES:	MPLOYEES:		
S-Wagon/Sedan					Total	58,873	Œļ	Full Time	Part Time	ale ale
Modified Vans					ANNUAL HOURS:		Operators	8		
Small Buses					Revenue	4,011	Office	-		-
Purpose-Built	2	ო	13	4	Total	4,263	Mainten.			<b>-</b> -
Other							Admin.			2
TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE		Volun.			
					AVAILABLE? yes		TOTAL	က		4
Ownership:	municipality									
Maintenance:	municipality				NO. OF OPERATORS:	-	1 UNIONS:			
							Specialized	CUPE Local 2471	cal 2471	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional			
6-9	9-11	11-2 2-4	6-9	. 9-12	(ie. flat rate, hourly, per km etc.)					
Peak Day 1	2		-		meterrate		MAXIMUM WAGE RATES:	GE RATES:		
Saturday								Specialized		Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$15.26		
Holidays					chit issued, verified with records		Maintenance	\$17.16		
PERFORMANCE INDI		CATORS								
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	LIZATION:		
R/C = Op.Revenue/Op.Cost	osi	7.6%	Registrants/Capita	Sapita		0.0155	Trips/Hour			2.65
Net Operating Cost/Capita	a	\$2.05	Revenue Vei	Revenue Vehicle Hours/Capita	pita	0.0489	Kilometres/Hour	מֹ		13.24
Municipal Net Cost/Capita	Ct.	\$0.82	Trips/Capita			0.1934	Average Kilometres/Trip	etres/Trip		2.00
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	arvice	33%	<b>Trips/Registrant</b>	t		1246
- Provincial		%09					Unaccommode	Jnaccommodated Trip Requests	N3	0.38%
- Municipal		40%	EFFECTIVENESS:	NESS:			Cancellations			7.19%
(incl. donations)			Cost/Trip	- Dedicated	D	\$13.38	No-Shows			1.88%
				- Non-Dedicated	icated	\$7.57				
EFFICIENCY (Dedicated Service Only):	Service Only						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	ated Service	e Only):
Cost/Hour		\$35.41	LABOUR PE	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	s/Vehicle		2,006
Cost/Kilometre		\$2.68	Hours/Operator	itor		2,006	Kilometres/Vehicle	hicle		26,545

		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	April 18	1981
Sarnia		MUNICIPAL CONTACT:	Lorraine Oliver		POPULATION SERVED:		74,323
Care-A-Van			(519) 336-3271		SERVICE AREA (ha):		5,000
		OPERATIONS CONTACT:	Jim Stevens		ADVISORY COMMITTEE?	OU .	•
			(519) 336-3789		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	accessible door	
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$350,162		Weekdays	0730 to 2145	
Other		Non-Dedicated			Saturday	00830 to 1700	
		TOTAL:	\$350,162	\$44,755	Sunday		
ELIGIBILITY COMMITTEE?	OL.				Holidays		
MEMBERS?		NET OPERATING COST:		\$305,407	CALL-INS:	min 24 hours, max 6 days	days
eligibility determined by staff		Provincial Share		\$160,085	METHODS:		
		Municipal Share		\$145,322	Registration	computer assisted	
REGISTRATION REQUIRED?	yes	Donations			Reservations	computer assisted	
REGISTRATION CARDS?	yes				Scheduling	computer assisted	
WAITING LIST?	0	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	900'9		FARE STRUCTURE:		-
		- Ambulatory	18,927		31	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	1,289		Adult	\$1.25 20/\$21.50	\$45.50
Eligible - Wheelchair	521 35%	Other (not eligible)			Child		
- Ambulatory	979 65%	TOTAL:	24,933		Student	\$0.85 20\$15.00	\$32.00
- Temporary					Senior Purcha	Senior Purchased by Finance Dept. at full rate, sold	full rate, sold
Attendants/Companions		TRIP TYPES:			Attendant to seniors at 1/2 rate.	ors at 1/2 rate.	
Other (not eligible)		Subscription			Companion		-
TOTAL:	1,500	Prebooked			Other		
		Reservation			OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?	ED?	Demand-Response					
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	142	142 COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		1,993	Conventional Hours	same	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		177	Fare Structure	same	

								מ	
VEHICLES								)	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	nue		NUMBER OF EMPLOYEES:	EMPLOYEES:	Dost Timo
S-Wagon/Sedan						136,211		111111111111111111111111111111111111111	Tal Illia
Modified Vans					ANNUAL HOURS:		Operators	4	
Small Buses					Revenue	8,564	Office	₹**	
Purpose-Built	ro.	ო	6	4	Total	8,564	Mainten.		
Other							Admin.	0.5	-
TOTAL VEHICLES	r)				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? no		TOTAL	5.5	<del></del>
Ownership:	municipality								
Maintenance:	municipality				NO. OF OPERATORS:	_	UNIONS:		
							Specialized	CBRT & GN	CBRT & GW Local 184
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	CBRT & GI	CBRT & GW Local 184
6-9	9-11	11-2 2-4		12 12+	(ie. flat rate, hourty, per km etc.)				
Peak Day 3	4		2 1 1			Ī	MAXIMUM WAGE RATES:	E RATES:	
Saturday	-	-	-					Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$14.23	\$14.23
Holidays			i				Maintenance	\$17.05	\$17.05
PERFORMANCE INDI		CATORS					,		
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	ZATION:	
R/C = Op. Revenue/Op.Cost	ost	12.8%	Registrants/Capita	apita		0.0202	Trips/Hour		2.91
Net Operating Cost/Capita	cd	\$4.11	Revenue Vehicle Hours/Capita	icle Hours/Ca	apita	0.1152	Kilometres/Hour		16.14
Municipal Net Cost/Capita	m!	\$1.36	Trips/Capita			0.3355	Average Kilometres/Trip	tres/Trip	5.54
Share of Net Cost			Trips by Non-Dedicated Service	Dedicated Se	ervice		Trips/Registrant	44	16.62
- Provincial		52%					Unaccommodal	Unaccommodated Trip Requests	0.57%
- Municipal		48%	EFFECTIVENESS:	ESS:			Cancellations		7.39%
(incl. donations)			Cost/Trip	- Dedicated	D	\$14.04	No-Shows		0.71%
				- Non-Dedicated	licated				
EFFICIENCY (Dedicated Service Only):	Service Only						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour		\$40.89	LABOUR PRODUCTIVITY:	DDUCTIVITY	e:		Revenue Hours/Vehicle	Vehicle	1,713
Cost/Kilometre		\$2.53	Hours/Operator	or		2,141	Kilometres/Vehicle	icle	27,642

		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	1975	ξū
Sault Ste. Marie		MUNICIPAL CONTACT:	R.B. Avery		POPULATION SERVED:		80,000
Para Bus			(705) 759-5309		SERVICE AREA (ha):		36
		OPERATIONS CONTACT:	A.J. Gagnon		ADVISORY COMMITTEE?	yes	
			(705) 759-5448		NUMBER OF MEMBERS:		10
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	curb to curb	
Unable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$411,865		Weekdays	0700 to 2300	
Other		Non-Dedicated	\$161,439		Saturday	0700 to 2300	
		TOTAL:	\$573,304	\$70,282	Sunday	0900 to 2100	
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	4	NET OPERATING COST:		\$503,022	CALL-INS:	min 24 hours, max 7 days	days
		Provincial Share		\$317,066	METHODS:		
		Municipal Share		\$185,956	Registration	computer assisted	
REGISTRATION REQUIRED?	yes	Donations			Reservations	manually	
REGISTRATION CARDS?	01				Scheduling	manually	
WAITING LIST?	yes	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?	100	Eligible - Wheelchair	16,737	973	FARE STRUCTURE:		
		- Ambulatory	12,839	19,091	Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	3,962	1,674	Adult \$1.15	5 \$42.00	
Eligible - Wheelchair	526 45%	Other (not eligible)			Child		-
- Ambulatory	631 54%	TOTAL:	29,576	20,064	Student		
- Temporary	10 1%				Senior		
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		23%	Companion		
TOTAL: 1;	1,167	Prebooked		19%	Other		
		Reservation		26%	26% OTHER METHODS OF PAYMENT:	NT:	
HOW OFTEN IS REG. LIST SCREENED?	25	Demand-Response		5%			
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ITIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		3,377	Conventional Hours	longer	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		534	Fare Structure	same	

							L'11 LO 1 L'10	2	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	172,296	NUMBER OF EMPLOYEES: Full Time		Part Time
Modified Vans					ANNUAL HOURS:	}	Operators		
Small Buses	7	C)	ហ	9	Revenue	9,776	Office	-	
Purpose-Built					Total	9,776	Mainten.	4	
Other							Admin.		*
TOTAL VEHICLES	7				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? yes		TOTAL	12	-
Ownership:	municipality								
Maintenance:	transit authority	rity			NO. OF OPERATORS:	-	UNIONS:		
							Specialized	UTU Local 885	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	UTU Local 885	
6-9	9-11	11-2 2-4	4-6 6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 5	-	3	-		zone fares		MAXIMUM WAGE RATES:	ATES:	
Saturday	-	2 2	2 1	-				Specialized	Conventional
Sunday	-	<b>-</b>	-		PAYMENT VERIFICATION:		Operators	\$15.50	\$15.50
Holidays							Maintenance	\$17.21	\$17.21
PERFORMANCE INDI		CATORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	HON:	
R/C = Op.Revenue/Op.Cost	St	12.3%	Registrants/Capita	apita		0.0146	Trips/Hour		3.03
Net Operating Cost/Capita	_	\$6.29	Revenue Vel	Revenue Vehicle Hours/Capita	apita	0.1222	Kilometres/Hour		17.62
Municipal Net Cost/Capita		\$2.32	Trips/Capita			0.6205	Average Kilometres/Trip	s/Trip	5.83
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	ervice	40%	<b>Trips/Registrant</b>		42.54
- Provincial		63%					Unaccommodated Trip Requests	Trip Requests	
- Municipal		37%	EFFECTIVENESS:	ESS:			Cancellations		6.80%
(incl. donations)			Cost/Trip	- Dedicated	25	\$13.93	No-Shows		1.08%
				- Non-Dedicated	dicated	\$8.05			
EFFICIENCY (Dedicated Service Only):	Service Only	::					VEHICLE UTILIZA	/EHICLE UTILIZATION (Dedicated Service Only):	rice Only):
Cost/Hour		\$42.13	LABOUR PR	LABOUR PRODUCTIVITY:	2		Revenue Hours/Vehicle	hide	1,397
Cost/Kilometre		\$2.39	Hours/Operator	lor		978	Kilometres/Vehicle		24,614

		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:		February 18	1992	
Schreiber		MUNICIPAL CONTACT:	A.J. Gauthier		POPULATION SERVED:	ä		4	4,300
Handi Transit			(807) 824-2711		SERVICE AREA (ha):				
		OPERATIONS CONTACT:	Chris Joubert		ADVISORY COMMITTEE?	Œ?	×	yes	
			(805) 825-3748		NUMBER OF MEMBERS:	RS:			ເດ
REGISTRANTS		FINANCIAL			SERVICE				
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	98	accessible door		
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:				
Unable to Use	×	Dedicated	\$29,574		Weekdays	8	0830 to 1600		
Other		Non-Dedicated			Saturday	Va	varies by need		
		TOTAL:	\$29,574	\$3,732	Sunday	Va	varies by need		
ELIGIBILITY COMMITTEE?	yes				Holidays	Va	varies by need		
MEMBERS?		NET OPERATING COST:		\$25,842	\$25,842 CALL-INS:	E	min 2 hours, max 48 days	3 days	
eligibility determined by administrative staff and medical/hProvincial Share	staff and medic	al/hProvincial Share		\$13,622	METHODS:				
		Municipal Share		\$12,220	Registration	8	computer-assisted		
REGISTRATION REQUIRED?	yes	Donations			Reservations	8	computer-assisted		
REGISTRATION CARDS?	yes				Scheduling	8	computer-assisted		
WAITING LIST?	9	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	8	computer-assisted		
WAITING ON LIST?		Eligible - Wheelchair	651		FARE STRUCTURE:				
		- Ambulatory	7			Cash	Tickets/Cards	Monthly Pass	Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	ന		Adult	\$1.50	\$1.50	63	\$1.50
Eligible - Wheelchair	%8 9	Other (not eligible)			Child				
- Ambulatory	74 93%	TOTAL:	658		Student				
- Temporary					Senior	\$2.00	\$2.00	63	\$2.00
Attendants/Companions		TRIP TYPES:			Attendant				
Other (not eligible)		Subscription		24%	Companion	\$3.00	\$3.00	43	\$3.00
TOTAL:	80	Prebooked		16%	Other				
		Reservation		52%	25% OTHER METHODS OF PAYMENT:	AYMENT:			
HOW OFTEN IS REG. LIST SCREENED?	ED?	Demand-Response		%9					
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	9	6 COMPARISON WITH CONVENTIONAL TRANSIT:	NVENTIO	NAL TRANSIT:		
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		12	Conventional Hours	Ž	No Conv. Service		
VISITORS ELIGIBLE?	yes	NO-SHOWS:		10	Fare Structure	טע	no conv. service		

						_		
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	14,900	14,900 NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Total	15,000	Full Time	Part Time
Modified Varis					ANNUAL HOURS:		Operators	2
Small Buses	₩.	-	10		Revenue	1,200	Office	0.5
Purpose-Built					Total	1,200	Mainten.	
Other							Admin.	
TOTAL VEHICLES	4				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL	2.5
Ownership:	contracted operator	perator						
Maintenance:	municipality/	municipality/contracted operator	tor		NO. OF OPERATORS:		UNIONS:	
							Specialized UPIU	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11	11-2 2-4	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day	-		-	-	flat rate per trip		MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators \$10.56	
Tundays							Mailleliaika	
PERFORMANCE INDICATORS	EINDIC	ATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	ost	126%	Registrants/Capita	Capita		0.0186	Trips/Hour	0.55
Net Operating Cost/Capita	B	\$6.01	Revenue V	Revenue Vehicle Hours/Capita	pita	0.2791	Kilometres/Hour	12.42
Municipal Net Cost/Capita	rd	\$2.84	Trips/Capita	m		0.1530	Average Kilometres/Trip	22.64
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	rvice		Trips/Registrant	8.23
- Provincial		23%					Unaccommodated Trip Requests	0.91%
- Municipal		47%	EFFECTIVENESS:	ENESS:			Cancellations	1.82%
(incl. donations)			Cost/Trip	- Dedicated	70	\$44.95	No-Shows	1.52%
				- Non-Dedicated	icated			
EFFICIENCY (Dedicated Service Only):	Service Only)						VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour		\$24.65	LABOUR P	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	1,200
Cost/Kilometre		\$1.98	Hours/Operator	ator		1,200	Kilometres/Vehicle	14,900

			2				
		SERVICE OPERATED BY:	non-profit organization	no	SERVICE STARTED IN:	May 1987	_
Scugog-Uxbridge		MUNICIPAL CONTACT:	Earl Cuddie		POPULATION SERVED:		32,000
Handi Transit Inc.			(905) 985-7346		SERVICE AREA (ha):		160,000
		OPERATIONS CONTACT:	Doug Manuel		ADVISORY COMMITTEE?	yes	
			(905) 571-1222		NUMBER OF MEMBERS:		11
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$81,046		Weekdays	0800 to 1700	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$81,046	\$7,922	Sunday		
ELIGIBILITY COMMITTEE?	2				Holidays		
MEMBERS?		NET OPERATING COST:		\$73,124	\$73,124 CALL-INS:	min 1 hour, max 5 days	S
administrative staff		Provincial Share		\$36,562	METHODS:		
		Municipal Share		\$36,562	Registration	manually/computer-assisted	sisted
REGISTRATION REQUIRED?	9	Donations			Reservations	manually/computer-assisted	sisted
REGISTRATION CARDS?	2				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	1,175		FARE STRUCTURE:		
		- Ambulatory	308		Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	165		Adult		
Eligible - Wheelchair		Other (not eligible)			Child		
- Ambulatory		TOTAL:	1,484		Student		
- Temporary					Senior		
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription			Companion		
TOTAL:		Prebooked		20%	Other		
		Reservation		30%	30% OTHER METHODS OF PAYMENT:	NT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response			zone fares, monthly billing, agency contracts	gency contracts	
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	4	4 COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		15	Conventional Hours	No Conv. Service	
VISITORS ELIGIBLE?	yes	NO-SHOWS:			Fare Structure	No Conv. Service	

)							EMTLOIEES	0 11	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	58,725	NUMBER OF EMPLOYEES:	MPLOYEES:	
S-Wagon/Sedan					Total	58,725	u.	Full Time	Part Time
Modified Vans	+-	ro	4	∞	ANNUAL HOURS:		Operators	-	
Small Buses					Revenue	1,917	Office	0.75	
Purpose-Built					Total	2,250	Mainten.		
Other							Admin.	0.25	
TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? no		TOTAL	2	
Ownership:	municipality								
Maintenance:	contracted out				NO. OF OPERATORS:	_	UNIONS:		
							Specialized	Teamsters Local 938	Local 938
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional		
6-9	9-11	11-2 2-4	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day	-	4			flat rate per trip	_	MAXIMUM WAGE RATES:	SE RATES:	
Saturday								Specialized	Conventiona
Sunday					PAYMENT VERIFICATION:		Operators	\$1221	
Holidays							Maintenance		
PERFORMANCE INDICATORS	INDIC	ATORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	IZATION:	
R/C = Op.Revenue/Op.Cost	St	9.8%	Registrants/Capita	Capita			Trips/Hour		0.77
Net Operating Cost/Capita		\$2.29	Revenue Ve	Revenue Vehicle Hours/Capita	pita	0.0599	Kilometres/Hour	11	30.63
Municipal Net Cost/Capita		\$1.14	Trips/Capita			0.0464	Average Kilometres/Trip	etres/Trip	39.57
Share of Net Cost			Trips by Nor	Trips by Non-Dedicated Service	wice		Trips/Registrant		
- Provincial		20%					Unaccommoda	Unaccommodated Trip Requests	0.27%
- Municipal		20%	EFFECTIVENESS:	NESS:			Cancellations		1.01%
(incl. donations)			Cost/Trip	- Dedicated		\$54.61	No-Shows		
				- Non-Dedicated	cated				
EFFICIENCY (Dedicated Service Only):	Service Only):						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour		\$42.28	LABOUR PF	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	s/Vehicle	7,917
Cost/Kilometre		\$1.38	Hours/Operator	utor		1,917	Kilometres/Vehicle	icle	58,725

		SERVICE OPERATED BY:	transit commission		SERVICE STARTED IN:	June	1979	
								400 000
St. Catharines		MUNICIPAL CONTACT:			POPULATION SERVED:			30,000
Paratransit					SERVICE AREA (ha):			9,700
		OPERATIONS CONTACT:	Eric Gillespie		ADVISORY COMMITTEE?	53	yes	
			(416) 685-4228		NUMBER OF MEMBERS:	ió		O
REGISTRANTS		FINANCIAL			SERVICE			
OCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door		
Unable to Board	×		Oper. Cost	Revenue	HOURS OF SERVICE:	0730 to 2230		
Unable to Use	×	Dedicated Non-Dedicated	\$6/6,/34		Saturday	0900 to 2330		
Original		TOTAL:	\$676,734	\$43,029	Sunday	1230 to 2030		
ELICIBIL ITY COMMITTEE?	Ves				Holidays	1230 to 2030		
MEMBERS?	8	NET OPERATING COST:		\$633,705	CALL-INS:	min 24 hours, max 21 days	ax 21 day	"
		Provincial Share		\$316,853	METHODS:			
		Municipal Share		\$316,853	Registration	computer assisted	<b>8</b>	
REGISTRATION REQUIRED?	Yes	Donations			Reservations	computer assisted	pa	
REGISTRATION CARDS?	02				Scheduling	computer assisted	8	
WAITING LIST?	00	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	pe	
WAITING ON LIST?		Eligible - Wheelchair		2,074	FARE STRUCTURE:			
		- Ambulatory	15,332	924		Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	2,779	436	Adult	\$1.35 5/\$6.25	ĸ	\$48.00
Eliciple - Wheelchair	683 51%	Other (not eligible)			Child	\$0.85 4/\$3.40	40	\$48.00
- Ambulatory		TOTAL	27,721	2,998	Student	\$1.35 5/\$6.25	53	\$48.00
- Temporary					Senior		8	\$24.00
Attendants/Companions		TRIP TYPES:			Attendant	\$1.35 5/\$6.25	53	\$48.00
Other (not eligible)		Subscription		40%	Companion	\$1.35 5/\$6.25	53	\$48.00
	1.349	Prebooked		14%	Other	\$1.35 5/\$6.25	ĸ	\$48.00
		Reservation		36%	OTHER METHODS OF PAYMENT:	YMENT:		
HOW OFTEN IS REG. LIST SCREENED?	ED?	Demand-Response		10%				
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	P REQUESTS:	1,002	COMPARISON WITH CONVENTIONAL TRANSIT:	IVENTIONAL TRANSI	ü	
COMPANIONS ALLOWED IF SPACE?	% Ves	CANCELLED TRIPS:		3,474	Conventional Hours	same		
VISITORS FI IGIBLE?		NO-SHOWS:		284	Fare Structure	same		

VEHICLES							EMPLOYEES	S	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	230,704	230,704 NUMBER OF EMPLOYEES:	APLOYEES:	
S-Wagon/Sedan					Total	238,118	3	Full Time	Part Time
Modified Vans	-	က	9	2	ANNUAL HOURS:		Operators	9	
Small Buses	4	ιΩ	4	8	Revenue	14,622	Office	-	ψ
Purpose-Built	ო	7	9	ις.	Total	14,622	Mainten.	<b>*</b>	
Other							Admin.	<b>-</b>	ო
TOTAL VEHICLES	00				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? yes		TOTAL	o	4
Ownership:	transit commission	uo							
Maintenance:	transit commission	no			NO. OF OPERATORS:	-	UNIONS		
							Specialized	ATU local 846	g
FLEET DISTRIBUTION:				•	PAYMENT METHOD:		Conventional	ATU local 846	9
6-9	9-11 11-2	24	4-6	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 4	9 9	9	2	-	meterrate	-	MAXIMUM WAGE RATES:	E RATES:	
Saturday	2 2	2	2	-				Specialized	Conventional
Sunday	-	-	-		PAYMENT VERIFICATION:		Operators	\$17.15	\$17.15
Holidays	-	-	-				Maintenance	\$19.48	\$19.48
PERFORMANCE INDICATORS	INDICA	TORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	ZATION:	
R/C = Op.Revenue/Op.Cost	St	6.4%	Registrants/Capita	Capita		0.0104	Trips/Hour		1.90
Net Operating Cost/Capita		\$4.87	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.1125	Kilometres/Hour		15.78
Municipal Net Cost/Capita		\$2.44	Trips/Capita			0.2363	Average Kilometres/Trip	tres/Trip	8.32
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	arvice	10%	Trips/Registrant		22.77
- Provincial		20%					Unaccommodate	Jnaccommodated Trip Requests	3.26%
- Municipal		20%	<b>EFFECTIVENESS</b> :	NESS:			Cancellations	-	11.31%
(incl. donations)			Cost/Trip	- Dedicated	70	\$24.41	No-Shows		0.92%
				- Non-Dedicated	icated				
EFFICIENCY (Dedicated Service Only):	Service Only):						VEHICLE UTILL	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$46.28	LABOUR PI	LABOUR PRODUCTIVITY:	,,		Revenue Hours/Vehicle	Vehicle	1,828
Cost/Kilometre		\$2.93	Hours/Operator	ator		2,437	Kilometres/Vehicle	cle	28,838
Maintenance Cost/Kilometre	Te di	\$0 52							

	SERVICE OPERATED BY:			SERVICE STARTED IN:		
St. Marys	MUNICIPAL CONTACT:			POPULATION SERVED:		
No Data Received				SERVICE AREA (ha):		
	OPERATIONS CONTACT:			ADVISORY COMMITTEE?		
				NUMBER OF MEMBERS:		
REGISTRANTS	FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	ENUES:		TYPE:		
Unable to Board		Oper. Cost	Revenue	HOURS OF SERVICE:		
Orber	Non-Dedicated			Weekdays		
	TOTAL:			Sunday		
ELIGIBILITY COMMITTEE?				Holidays		
MEMBERS?	NET OPERATING COST:			CALL-INS:		
	Provincial Share			METHODS:		
	Municipal Share			Registration		
REGISTRATION REQUIRED?	Donations			Reservations		
REGISTRATION CARDS?				Scheduling		
WAITING LIST?	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching		
WAITING ON LIST?	Eligible - Wheelchair			FARE STRUCTURE:		
	- Ambulatory			Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:	Attendants/Companions			Adult		
Eligible - Wheelchair	Other (not eligible)			Child		
- Ambulatory	TOTAL:			Student		
- Temporary				Senior		
Attendants/Companions	TRIP TYPES:			Attendant		
Other (not eligible)	Subscription			Companion		
TOTAL:	Prebooked			Other		
	Reservation			OTHER METHODS OF PAYMENT:		
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response					
	UNACCOMMODATED TRIP REQUESTS:	UESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	NAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	CANCELLED TRIPS:			Conventional Hours		
VISITOR'S ELIGIBLE?	NO-SHOWS:			Fare Structure		

VEHICLES			EMPLOYEES
Wheelchair	Ambulatory Average	ANNUAL KILOMETRES:	
VEHICLE TYPES: Number Capacity	Capacity	Revenue	ES:
Nodified Vans		ANNUAL HOURS:	Operators
Small Buses		Revenue	Office
Purpose-Built		Total	Mainten.
TOTAL VEHICLES		IS NON-DEDICATED SERVICE	Volun.
O Company of the Comp		AVAILABLE?	IOIAL
Ownership: Maintenance:		NO. OF OPERATORS:	UNIONS:
			Specialized
FLEET DISTRIBUTION:		PAYMENT METHOD:	Conventional
6-9 9-11 11-2 2-4	4-6 6-9 9-12 12+	(ie. flat rate, hourly, per km etc.)	
Peak Day			
Saturday			Specialized Conventional
Sunday		PAYMENT VERIFICATION:	Operators
Holidays			Maintenance
PERFORMANCE INDICATORS			
FINANCIAL:	SERVICE:		SERVICE UTILIZATION:
R/C = Op.Revenue/Op.Cost	Registrants/Capita		Trips/Hour
Net Operating Cost/Capita	Revenue Vehicle Hours/Capita	pita	Kilometres/Hour
Municipal Net Cost/Capita	Trips/Capita		Average Kilometres/Trip
Share of Net Cost	Trips by Non-Dedicated Service	rvice	Trips/Registrant
- Provincial			Unaccommodated Trip Requests
- Municipal	EFFECTIVENESS:		Cancellations
(incl. donations)	Cost/Trip - Dedicated	77	No-Shows
	- Non-Dedicated	cated	
EFFICIENCY (Dedicated Service Only):			VEHICLE UTILIZATION (Dedicated Service Only):
Cost/Hour	LABOUR PRODUCTIVITY:		Revenue Hours/Vehicle
Cost/Kilometre	Hours/Operator		Kilometres/Vehicle
Maintenance Cost/Kilometre			

and formal design to the first of the									
		0)	SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:		April 15	1990
St. Thomas		~	MUNICIPAL CONTACT:	John Roberts		POPULATION SERVED:	ä		29,000
Paratransit				(519) 631-1680		SERVICE AREA (ha):			2,218
			OPERATIONS CONTACT:	Keith Fulton		ADVISORY COMMITTEE?	TEE?	yes	sa.
				(519) 631-2731		NUMBER OF MEMBERS:	:BS:		10
REGISTRANTS			FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:			OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	0	door to door	
Unable to Board				Oper. Cost	Revenue	오			
Unable to Use	×		Dedicated	\$190,320		Weekdays	0	0700 to 1945	
Other			Non-Dedicated			Saturday	0	0700 to 1945	
			TOTAL:	\$190,320	\$22,833	Sunday			
ELIGIBILITY COMMITTEE?	yes					Holidays			
MEMBERS?		e	NET OPERATING COST:		\$167,487	CALL-INS:	_	min 24 hour, max 7 days	days
			Provincial Share		\$124,192	METHODS:			
			Municipal Share		\$43,295	Registration	O	computer assisted	
REGISTRATION REQUIRED?	yes		Donations			Reservations	=	manually	
REGISTRATION CARDS?	yes					Scheduling		manually	******
WAITING LIST?	2	•	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching		manually	
WAITING ON LIST?			Eligible - Wheelchair	5,049		FARE STRUCTURE:			
			- Ambulatory	15,693			Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:			Attendants/Companions	1,247		Adult	\$1.50	\$1.50	
Eligible - Wheelchair	162 25	25%	Other (not eligible)			Child	\$1.50	\$1.50	
- Ambulatory	487 75	75%	TOTAL:	20,742		Student	\$1.50	\$1.50	
- Temporary						Senior	\$1.50	\$1.50	
Attendants/Companions		_	TRIP TYPES:			Attendant	\$1.50	\$1.50	
Other (not eligible)		١	Subscription		28%	Companion	\$1.50	\$1.50	
TOTAL:	649		Prebooked		2%	Other	\$1.50	\$1.50	
			Reservation		%69	69% OTHER METHODS OF PAYMENT:	AYMENT		
HOW OFTEN IS REG. LIST SCREENED?	25		Demand-Response		1%				
every 2 or 3 years		٦	UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	N	COMPARISON WITH CONVENTIONAL TRANSIT:	ONVENTIC	NAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	0	CANCELLED TRIPS:		1,404	Conventional Hours			
VISITORS ELIGIBLE?	yes	~	NO-SHOWS:		53	Fare Structure	0	different, \$1.10	

						EMPLOYEES		
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
Number	Capacity	Capacity	Age	Revenue	74,166	74,166 NUMBER OF EMPLOYEES:	YEES:	
				Total	74,366	Full Time		Part Time
				ANNUAL HOURS:		Operators 4	**	N
2	4	9	4	Revenue	7,701	Office	944	2
				Total	7,701	Mainten.		
						Admin. 1	_	8
2				IS NON-DEDICATED SERVICE		Volun.		
				AVAILABLE? no		TOTAL	9	9
municipality								
operator				NO. OF OPERATORS:		UNIONS:		
						Specialized		
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional		
6-9 9-11	11-2 2-4	4-6 6-9 9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
2 2						MAXIMUM WAGE RATES:	TES:	
2 2	2 2	2 2			Ī		Specialized	Conventional
				PAYMENT VERIFICATION:		Operators	\$11.50	\$12.96
						Maintenance	\$19.04	\$19.04
PERFORMANCE INDIC	CATORS							
		SERVICE:				SERVICE UTILIZATION:	:NO	
R/C = Op.Revenue/Op.Cost	12.0%	Registrants/Capita	apita		0.0224	Trips/Hour		2.69
Net Operating Cost/Capita	\$5.78	Revenue Vet	Revenue Vehicle Hours/Capita	pita	0.2656	Kilometres/Hour		9.63
Municipal Net Cost/Capita	\$1.49	Trips/Capita			0.7152	Average Kilometres/Trip	QL.	3.58
		Trips by Non-	Trips by Non-Dedicated Service	Nice		Trips/Registrant	ŀ	31.96
	74%					Unaccommodated Trip Requests	p Requests	0.01%
	26%	EFFECTIVENESS:	VESS:			Cancellations		6.77%
		Cost/Trip	- Dedicated		\$9.18	No-Shows		0.26%
			- Non-Dedicated	cated				
EFFICIENCY (Dedicated Service Only):	;;					VEHICLE UTILIZATION (Dedicated Service Only):	N (Dedicated S	Service Only):
	\$24.71	LABOUR PR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	. 92	3,851
	\$257	Hours/Operator	lor		1.540	Kilometres/Vehicle		37.083
Maintenance Cost/Kilometre	\$0.19							

			101				
		SERVICE OPERATED BY: 1	non-profit organization	_	SERVICE STARTED IN:	<b>December</b>	1976
Stratford		MUNICIPAL CONTACT:	George Skowby		POPULATION SERVED:		27,000
Parallel Transit			(519) 271-0250		SERVICE AREA (ha):		2,033
		OPERATIONS CONTACT:	Harry Eaton		ADVISORY COMMITTEE?		yes
			(519) 273-0511		NUMBER OF MEMBERS:		
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	VENUES:		TYPE:	accessible door	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use X	Ų	Dedicated	\$225,850		Weekdays	0715 to 2200	
Other		Non-Dedicated	\$28,459		Saturday	0900 to 2100	
		TOTAL:	\$254,309	\$34,808	Sunday		
COMMITTEE?	yes				Holidays		
MEMBERS?	7	NET OPERATING COST:		\$219,501	\$219,501 CALL-INS:	min 24 hours, max 14 days	c 14 days
		Provincial Share		\$161,359	METHODS:		
		Municipal Share		\$50,017	Registration	manually	
ED?	yes	Donations		\$7,206	Reservations	manually	
I CARDS?	9				Scheduling	manually	
	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	12,305		FARE STRUCTURE:		
		- Ambulatory	11,935	10,344	Cash	Tickets/Cards	Monthly Pass
ANTS:		Attendants/Companions			Adult \$1.25		
Eligible - Wheelchair 300	44%	Other (not eligible)			Child \$1.25	5 8/\$10.00	
	25%	TOTAL:	24,240	10,344	Student \$1.25	5 8/\$10.00	
- Temporary 25	4%				Senior \$1.25	5 8/\$10.00	
Attendants/Companions		TRIP TYPES:			Attendant		
ot eligible)		Subscription		40%	Companion		
TOTAL: 675		Prebooked		29%	Other		
		Reservation		21%	21% OTHER METHODS OF PAYMENT:	H.	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		%6			
annually		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:	410	410 COMPARISON WITH CONVENTIONAL TRANSIT:	TIONAL TRANSIT:	
WED IF SPACE?	yes	CANCELLED TRIPS:		250	Conventional Hours	longer	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		225	Fare Structure	different. \$1.30	

VERICEES							EMPLOYEES	דדט	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	95,868	NUMBER OF	NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Total	95,868		Full Time	Part Time
Modified Vans	<b>-</b> -	2	0	11	ANNUAL HOURS:		Operators	m	-
Small Buses	ო	4	9	က	Revenue	6,584	Office	-	
Purpose-Built					Total	6,584	Mainten.		
Other							Admin.	-	
TOTAL VEHICLES	4				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? yes		TOTAL	S	4-
Ownership:	non-profit organiz	organiz							
Maintenance:	contracted out	out			NO. OF OPERATORS:	-	UNIONS		
							Specialized	0Ľ	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	IBEU	
6-9	9-11	11-2 2-4	9-4-6	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 2	က		-		flat rate per trip		MAXIMUM WAGE RATES:	AGE RATES:	
Saturday			-					Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$1264	
Holidays							Maintenance		
PERFORMANCE INDIC	IND	CATORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	ILIZATION:	
R/C = Op.Revenue/Op.Cost	77	13.7%	Registrants/Capita	Sapita		0.0250	Trips/Hour		3.68
Net Operating Cost/Capita		\$8.13	Revenue Vel	Revenue Vehicle Hours/Capita	apita	0.2439	Kilometres/Hour	our	14.56
Municipal Net Cost/Capita		\$1.85	Trips/Capita			1.2809	Average Kilometres/Trip	metres/Trip	3.95
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	ervice	30%	Trips/Registrant	ant	51.24
- Provincial		74%					Опассопто	Unaccommodated Trip Requests	1.19%
- Municipal		56%	EFFECTIVENESS:	NESS:			Cancellations		0.72%
(incl. donations)			Cost/Trip	- Dedicated	D	\$9.32	No-Shows		0.65%
				- Non-Dedicated	icated	\$2.75			
EFFICIENCY (Dedicated Service Only):	service Onl	;(A):					VEHICLE UT	VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour		\$34.30	LABOUR PR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	urs/Vehicle	1,646
Cost/Kilometre		\$2.36	Hours/Operator	tor		1,881	Kilometres/Vehicle	ehicle	23,967
Maintenance Cost/Kilometre	٥	\$0.17							

			153				
		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	1975	10
Sudbury		MUNICIPAL CONTACT:	Colin Williams		POPULATION SERVED:		92,000
Handi-Transit			(705) 674-3141		SERVICE AREA (ha):		26,351
		OPERATIONS CONTACT:	Paul Greenfield		ADVISORY COMMITTEE?	; yes	
			(705) 674-0709		NUMBER OF MEMBERS:		15
REGISTRANTS		FINANCIAL			SERVICE		
OCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	accessible door	
Unable to Board	×	:	Oper. Cost	Revenue	Revenue HOURS OF SERVICE:	0200 to 2400	
Unable to Use		Non-Dedicated	\$26.287		Saturday	1000 to 2400	
		TOTAL:	\$756,300	\$58,711	Sunday	0830 to 2200	
ELIGIBILITY COMMITTEE?	2				Holidays	0830 to 2200	
MEMBERS?	!	NET OPERATING COST:		\$697,589	CALL-INS:	min 24 hour, max 50 days	lays
eliability determined by staff		Provincial Share		\$376,378	METHODS:		
		Municipal Share		\$321,211	Registration	computer assisted	
REGISTRATION REQUIRED?	yes	Donations			Reservations	computer assisted	
REGISTRATION CARDS?	2				Scheduling	computer assisted	
WAITING LIST?	01	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	
WAITING ON LIST?		Eligible - Wheelchair	28,011	18	FARE STRUCTURE:		;
		- Ambulatory	12,592	1,937			Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	2,820			\$1.30 10/\$13.00	
Eliqible - Wheelchair 1,165	%69%	Other (not eligible)			Child	\$1.30	
	36%	TOTAL:	40,603	2,037	Student \$	\$1.30	
- Temporary 10	1%				Senior	\$1.30	
Attendants/Companions		TRIP TYPES:			Attendant \$	\$1.30	
Other (not eligible)		Subscription		47%	Companion \$	\$1.30	
TOTAL: 1,840		Prebooked		29%	Other	\$1.30	
		Reservation		24%	OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		1%			
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	903	COMPARISON WITH CONVENTIONAL TRANSIT:	/ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		3,900	Conventional Hours	longer	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		1,154	Fare Structure	adult cash fare	

0110								LWILDILLO		
		Wheelchair	Ambulatory	ton	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	ICITY	Age	Revenue		NUMBER OF EMPLOYEES:	ió	
S-Wagon/Sedan						Total		Full Time	Part Time	
Modified Vans						ANNUAL HOURS:		Operators 7	വ	
Small Buses	တ	9		4	3.5	Revenue	18,058	Office 2		
Purpose-Built						Total	18,058	Mainten.		
Other								Admin. 1		
TOTAL VEHICLES	တ					IS NON-DEDICATED SERVICE		Volun.		
						AVAILABLE? yes		TOTAL 10	S	
Ownership:	contracted operator	operator								
Maintenance:	operator					NO. OF OPERATORS:	4	UNIONS:		
								Specialized		
FLEET DISTRIBUTION:						PAYMENT METHOD:		Conventional	CUPE Local 1662	
6-9	9-11	11-2 2-4	9	6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 5	2		7	3 2		meter rate		MAXIMUM WAGE RATES:		
Saturday	2	3	0	2 1				Spec	Specialized	Conventional
Sunday 1	7	2	7	2 2		PAYMENT VERIFICATION:		Operators \$	\$14.38	\$17.19
Holidays 1	2	2 1	2	2 2		invoices reviewed monthly		Maintenance \$	\$19.18	\$19.55
PERFORMANCE INDIC	E INDI	CATORS								
FINANCIAL:			SER	SERVICE:				SERVICE UTILIZATION:		
R/C = Op.Revenue/Op.Cost	ost	7.8%	Reg	Registrants/Capita	Sita		0.0200	Trips/Hour		225
Net Operating Cost/Capita	cg.	\$7.58	Reve	Revenue Vehicle Hours/Capita	le Hours/C	apita	0.1963	Kilometres/Hour		
Municipal Net Cost/Capita	m	\$3.49	Trips	Trips/Capita			0.4635	Average Kilometres/Trip		
Share of Net Cost			Trips	Trips by Non-Dedicated Service	edicated Sk	ervice	2%	Trips/Registrant		23.17
- Provincial		54%						Unaccommodated Trip Requests	quests	1.41%
- Municipal		46%	HH.	EFFECTIVENESS:	SS:			Cancellations		9.15%
(incl. donations)			Cost	Cost/Trip	- Dedicated	P	\$17.98	No-Shows		2.71%
					- Non-Dedicated	licated	\$12.90			
EFFICIENCY (Dedicated Service Only):	Service On	J):						VEHICLE UTILIZATION (Dedicated Service Only):	Dedicated Service O	nly):
Cost/Hour		\$40.43	LAB	LABOUR PRODUCTIVITY:	NCTIVITY	2.		Revenue Hours/Vehicle		2,006
Cost/Kilometre			Hou	Hours/Operator			1,901	Kilometres/Vehicle		
34-1-4-1-4-1-4-1-4-1-4-1-4-1-4-1-4-1-4-1										

		155			
i	SERVICE OPERATED BY:	municipality/private contractor	SERVICE STARTED IN:		
Thorold	MUNICIPAL CONTACT:	S. Mannella	POPULATION SERVED:		15,000
I norold Transit		(905) 227-6613	SERVICE AREA (ha):		188,300
	OPERATIONS CONTACT:	Chuck Johnston	ADVISORY COMMITTEE?	Ë	DO .
		(905) 685-5463	NUMBER OF MEMBERS:	<i>ii</i>	
REGISTRANTS	FINANCIAL		SERVICE		
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	REVENUES:	TYPE	door to door	
Unable to Board		Oper. Cost Revenue	e HOURS OF SERVICE:		
Unable to Use	Dedicated			0730 to 2230	
Other	Non-Dedicated		Saturday	0730 to 1800	
	TOTAL:	\$5,334 \$761	T		
ELIGIBILITY COMMITTEE? no			Holidays		
MEMBERS?	NET OPERATING COST:	\$4.573	S	Eleminate of municipal of	mi mixe
eligibility determined by staff and medical/health	Provincial Share	\$3,382			
professional	Municipal Share	\$1,191	~		
ED?	S Donations		Reservations		
HEGISTRATION CARDS?			Scheduling		
WAITING LIST?	ANNUAL ONE-WAY TRIPS:	Dedicated Non-Ded			
WAITING ON LIST?	Eligible - Wheelchair		Ŧ		
	- Ambulatory			Cash Tickets/Cards	Monthly Pass
ANTS:			Adult	\$1.40 5/\$6.50	
11			Child	\$0.90	
12	52% TOTAL:	104 405	Student	\$1.40 5/\$6.00	
- lemporary			Senior	\$1.40 4/\$2.70	\$24.00
Attendants/Companions	TRIP TYPES:		Attendant \$	\$1.40 5/\$6.50	
Office (not eligible)	Subscription		Companion	\$1.40 5/\$6.50	\$48.00
23	Prebooked		Other	\$1.40 5/\$6.50	\$44.00
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		OTHER METHODS OF PAYMENT:	MENT:	
annually	UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	COMPARISON WITH CONVENTIONAL TRANSIT	FINITIONAL TRANSIT.	
COMPANIONS ALLOWED IF SPACE? yes			Conventional Hours	the same	
VISITORS ELIGIBLE: NO	NO-SHOWS:		Fare Structure	equivalent adult fare	رو

EMPLOYEES	NUMBER OF EMPLOYEES:  Full Time  Operators  Office  Mainten.  Admin.	Volun. TOTAL  UNIONS: Specialized Conventional	MAXIMUM WAGE RATES:  Specialized Conventional Operators Maintenance	SERVICE UTILIZATION: 5 Trips/Hour Kilometres/Hour 6 Average Kilometres/Trip 6 Trips/Registrant Unaccommodated Trip Requests Cancellations 9 No-Shows	VEHICLE UTILIZATION (Dedicated Service Only): Revenue Hours/Vehicle Kilometres/Vehicle
	Ambulatory Average ANNUAL KILOMETRES:  Capacity Age Revenue Total ANNUAL HOURS: Revenue Total		PAYMENT VERIFICATION:	SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated	LABOUR PRODUCTIVITY: Hours/Operator
VEHICLES	Wheelchair VEHICLE TYPES: Number Capacity S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other	Ship: contracted operator nance: contracted operator sTRIBUTION:		FINANCIAL:  R.C. = Op.Revenue/Op.Cost 14.3%  Net Operating Cost/Capita \$0.30  Municipal Net Cost  - Provincial - Municipal 26%  (incl. donations)	EFFICIENCY (Dedicated Service Only): Cost/Hour Cost/Kilometre Maintenance Cost/Kilometre

		SERVICE OPERATED BY:	non-profit organization		SERVICE STARTED IN:	February	1975	
Thunder Bay		MUNICIPAL CONTACT:	A. Grant		POPULATION SERVED:		110,	110,289
Hagi Transit			(807) 625-2188		SERVICE AREA (ha):		33,	33,000
		OPERATIONS CONTACT:	D. Kawahara		ADVISORY COMMITTEE?		yes	
			(807) 767-6229		NUMBER OF MEMBERS:			12
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door		
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use X		Dedicated	\$1,171,598		Weekdays	0700 to 2330		
Other		Non-Dedicated	\$8,400		Saturday	0700 to 2330		
		TOTAL:	\$1,179,998	\$227,227	Sunday	0900 to 2330		
ELIGIBILITY COMMITTEE? no	_				Holidays	0900 to 2330		
MEMBERS?		NET OPERATING COST:		\$952,771	CALL-INS:	min 1 hours, max 14 days	14 days	
eligibility determined by staff		Provincial Share		\$590,879	METHODS:			
		Municipal Share		\$339,918	Registration	manually		
REGISTRATION REQUIRED? yes	SC SC	Donations			Reservations	manually		
REGISTRATION CARDS? yes	SS.				Scheduling	manually		
WAITING LIST?	•	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	53,258	15	FARE STRUCTURE:			
		- Ambulatory	31,279	15	8	Cash Tickets/Cards	s Monthly Pass	SSEC
NUMBER OF REGISTRANTS:		Attendants/Companions	3,514		Adult \$1	\$1.50 18/\$25	10	
Eligible - Wheelchair 1,136	63%	Other (not eligible)			Chiid \$1	\$1.50 18/\$25	10	
	36%	TOTAL:	84,537	30	Student \$1	\$1.50 18/\$25	10	
- Temporary 20	1%				Senior \$1	\$1.50 18/\$25	10	
Attendants/Companions		TRIP TYPES:			Attendant \$1	\$1.50 18\\$25	10	
Other (not eligible)		Subscription		24%	Companion \$1	\$1.50 18\\$25		
TOTAL: 1,804		Prebooked		50%		\$1.50 18\$25		
		Reservation		47%	OTHER METHODS OF PAYMENT:	(ENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		%6				
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	1,883	COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:		
COMPANIONS ALLOWED IF SPACE? no		CANCELLED TRIPS:		6,683	Conventional Hours	longer		
VISITORS ELIGIBLE? yes	SC	NO-SHOWS:		1,375	Fare Structure	different, \$1.25		

VEHICLES										EMPLOYEES	/EES		
		Whe	Wheelchair	Ambulatory	ntory	Average		ANNUAL KILOMETRES:					
VEHICLE TYPES:	Number	ठ।	Capacity	Capacity	acity	۷I	Age	nue	642,038	NUMBER OF	642,038 NUMBER OF EMPLOYEES:	į	
S-Wagon/Sedan	*				ro		ro.		642,038		Full Time	Par IIme	
Modified Vans	16		27		69		เก	ANNUAL HOURS:		Operators	တ	19	
Small Buses								Revenue	31,646	Office	ო	2	
Purpose-Built								Total	31,646	Mainten.			
Other										Admin.	~		
TOTAL VEHICLES	17							IS NON-DEDICATED SERVICE		Volun.			
								AVAILABLE? yes		TOTAL	14	73	
Ownership:	non-profit organiz	organiz											
Maintenance:	contracted out	out						NO. OF OPERATORS:	-	UNIONS			
										Specialized	ATU Local 966	996	
FLEET DISTRIBUTION:								PAYMENT METHOD:		Conventional	al ATU Local 966	996	
6-9	9-11	11-2	24	9-4-	6-9	9-12 12	12+	(ie. flat rate, hourly, per km etc.)					
Peak Day 11	12	<del>-</del>	14	13	ည	-		meter rate, flat rate per trip		<b>MAXIMUM W</b>	MAXIMUM WAGE RATES:		
Saturday 1	2	4	4	4	Ψ-	•					Specialized		Conventional
Sunday 1	ო	ო	ო	ო	2	-		PAYMENT VERIFICATION:		Operators	\$13.01		\$16.41
Holidays 1	-	-	-	-	-	-		manager verifies		Maintenance	0		\$19.47
PERFORMANCE INDI		CATORS	SHO										
FINANCIAL				SEF	SERVICE:					SERVICE U	SERVICE UTILIZATION:		
R/C = Op.Revenue/Op.Cost	St		19.3%	Reg	Registrants/Capita	Capita			0.0164	Trips/Hour			2.67
Net Operating Cost/Capita			\$8.64	Rev	enue Ve	Revenue Vehicle Hours/Capita	rs/Cap	iita	0.2869	Kilometres/Hour	lour		20.29
Municipal Net Cost/Capita			\$3.08	Trip	Trips/Capita				0.7668	Average Kilo	Average Kilometres/Trip		7.59
Share of Net Cost				Trip	s by Nor	Trips by Non-Dedicated Service	S Sen	vice	%0	Trips/Registrant	rant		46.88
- Provincial			62%							Unaccommo	Inaccommodated Trip Requests		2.23%
- Municipal			38%	FF	EFFECTIVENESS:	NESS:				Cancellations	Ş		7.30%
(incl. donations)				8	Cost/Trip	- Ded	- Dedicated		\$13.86	No-Shows			1.63%
						NON -	- Non-Dedicated		\$280.00				
EFFICIENCY (Dedicated Service Only):	Service On	·b):								VEHICLEU	VEHICLE UTILIZATION (Dedicated Service Only):	ed Service C	inly):
Cost/Hour		07	\$37.02	3	SOUR PR	LABOUR PRODUCTIVITY:	VITY:			Revenue Ho	Revenue Hours/Vehicle		1,862
Cost/Kilometre			\$1.82	Hou	Hours/Operator	ator			1,711	Kilometres/Vehicle	fehicle		37,767
Maintanana Cantanana													

		SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:		1976
Timmins		MUNICIPAL CONTACT:	Bernard Christian		POPULATION SERVED:	2	46,697
Handi-Trans			(705) 264-1331		SERVICE AREA (ha):		27,972
		OPERATIONS CONTACT:	John S. Craig		ADVISORY COMMITTEE?	E?	yes
			(705) 264-1331		NUMBER OF MEMBERS:	S:	
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
Unable to Board	×	Dedicated	Oper. Cost \$176,819	Revenue	HOURS OF SERVICE: Weekdays	0700 to 2240	
Other		Non-Dedicated	300	977	Saturday	1000 to 1740	
	200	TOTAL:	818,0/1 <b>4</b>	200,114	Holidavs		
MEMBERS?	ر ا	NET OPERATING COST:		\$165,156	\$165,156 CALL-INS:	min 24 hours, max 5 days	ax 5 days
		Provincial Share		\$82,578	METHODS:		
		Municipal Share		\$82,578	Registration	mannally	
REGISTRATION REQUIRED?	88/	Donations			Reservations	manually	
REGISTRATION CARDS?	X8X				Scheduling	manually	
WAITING LIST?	yes	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?	220	Eligible - Wheelchair			FARE STRUCTURE:		
		- Ambulatory				Ticket	ds Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult		9
	213 44%	Other (not eligible)			Child		Q
	275 56%	TOTAL:	12,553		Student		Q
- Temporary					Senior		Q
Attendants/Companions		TRIP TYPES:			Attendant		Q
Other (not eligible)		Subscription			Companion		Q
	488	Prebooked			Other	\$1.10 \$22.00	2
		Reservation			OTHER METHODS OF PAYMENT:	AYMENT:	
HOW OFTEN IS REG. LIST SCREENED?	2	Demand-Response	0	80	TISANGT ISANGTIAN CONTENTION AT THE PARISH	INCALLIONAL TRANSI	Ĺ
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	206	COMPARISON WITH CO	INACIAL DOMAN	:
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		1,000		longer	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		300	Fare Structure	same	

VEHICLES							EMPLOYEES	Sm		
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:					
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	115,573	NUMBER OF	115,573 NUMBER OF EMPLOYEES:		
S-Wagon/Sedan					Total	115,573		Full Time	Part Time	
Modified Vans	-	4	4	9	ANNUAL HOURS:		Operators	2	2	
Small Buses	7	rS.	4/6	2.5	Revenue	6,220	Office			
Purpose-Built	-	9	12	<b>*</b> "	Total	6,220	Mainten.			
Other							Admin.		2	
TOTAL VEHICLES	4				IS NON-DEDICATED SERVICE		Volun.			
					AVAILABLE? no		TOTAL	2	4	
Ownership:	municipality									
Maintenance:	transit authority	ority			NO. OF OPERATORS:		UNIONS:			
							Specialized	CUPE Local 1140	1140	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	CUPE Local 1544	154	
اف	6-9 9-11	11-2 2-4	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)					
Peak Day	2 2	2 2	2				MAXIMUM WAGE RATES:	AGE RATES:		
Saturday	-	1	<b>-</b>					Specialized	Conventional	Tiona
Sunday					PAYMENT VERIFICATION:		Operators	\$14.10	69	\$16.20
Holidays							Maintenance	\$18.87	49	\$18.87
PERFORMANCE INDI		CATORS								
FINANCIAL:			SERVICE				SERVICE UTILIZATION:	FILIZATION:		
R/C = Op.Revenue/Op.Cost	ost	%9'9	Registrants/Capita	Capita		0.0105	Trips/Hour			2.02
Net Operating Cost/Capita	22	\$3.54	Revenue Ve	Revenue Vehicle Hours/Capita	apita	0.1332	Kilometres/Hour	our		18.58
Municipal Net Cost/Capita	ď	\$1.77	Trips/Capita			0.2688	Average Kilometres/Trip	metres/Trip		9.21
Share of Net Cost			Trips by No	Trips by Non-Dedicated Service	ervice		Trips/Registrant	ant		25.72
- Provincial		20%					Unaccommo	Unaccommodated Trip Requests	7	7.17%
- Municipal		20%	EFFECTIVENESS:	NESS:			Cancellations		7	7.97%
(incl. donations)			Cost/Trip	- Dedicated	potenti	\$14.09	No-Shows		60	2.39%
EFFICIENCY (Dedicated Service Only):	Service Only						VEHICLEUT	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only	
Cost/Hour		\$28.43	LABOUR PI	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	urs/Vehicle		1,555
Cost/Kilometre		\$1.53	Hours/Operator	itor		2,073	Kilometres/Vehicle	ehicle	Ñ	28,833
Maintonano Cont Milomotos		1 14								

			161		1				
		SERVICE OPERATED BY: transit commission	transit commissio	u.	SERVICE STARTED IN:		February 18	1975	
		MUNICIPAL CONTACT:			POPULATION SERVED:	ä		2,154,200	200
					SERVICE AREA (ha):			63,200	200
		OPERATIONS CONTACT:	R.J. Evans		ADVISORY COMMITTEE?	EE?	×	yes	
			(416) 393-4170		NUMBER OF MEMBERS:	RS:			15
		FINANCIAL			SERVICE				Γ
		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:		accessible door		
×		Dedicated	Oper. Cost \$35,036,557	Revenue	Revenue HOURS OF SERVICE:		0600 to 0400		
		Non-Dedicated	\$6,594,489		Saturday		0700 to 0100		
		TOTAL:	\$41,631,046	\$1,319,756	Sunday		0700 to 0100		
yes					Holidays		0700 to 0100		
	7	NET OPERATING COST:		\$40,311,290 CALL-INS:	CALL-INS:	_	min 14 hours. max 4 days	davs	
		Provincial Share		\$20,155,645 METHODS:	METHODS:				
		Municipal Share		\$20,155,645	Registration	Ü	computer assisted		
yes		Donations			Reservations		computer assisted		
yes					Scheduling		computer assisted		
2		ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching		computer assisted		
		Eligible - Wheelchair	433,454	28,475	28,475 FARE STRUCTURE:				
		- Ambulatory	328,112	596,869		Cash	Tickets/Cards	Monthly Pass	255
		Attendants/Companions			Adult	\$1.30	\$1.30	\$56.50	120

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

REGISTRANTS

Wheel-Trans

Toronto

\$1.30 \$0.31 \$0.65 \$0.65

\$1.30 \$0.50 \$1.00 \$1.00

Child Senior Attendant Companion

Student

625,344

761,566

Other (not eligible)

45% 58%

8,987

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING ON LIST?

WAITING LIST?

ELIGIBILITY COMMITTEE?

**MEMBERS?** 

12,450

- Ambulatory - Temporary Attendants/Companions

Other (not eligible)

TOTAL:

TOTAL:

\$42.50 \$36.75

> equiv. adult/senior/student equiv. adult/senior/student equiv. adult/senior/student

different, \$2.00 cash fare

Fare Structure

33,206

307,962

JNACCOMMODATED TRIP REQUESTS:

NO-SHOWS:

)es

VISITORS ELIGIBLE?

Demand-Response CANCELLED TRIPS:

HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE?

not within past 5 years

Reservation Prebooked

Subscription TRIP TYPES:

21,437

117,031 COMPARISON WITH CONVENTIONAL TRANSIT:

59% OTHER METHODS OF PAYMENT:

Other

adult 2-way ticket \$3.00 Conventional Hours

										EMPLOIEES	TEES	
		Whe	Wheelchair	Ambulatory	atory	Ave	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Ö	Capacity	Sag	Capacity		Age	Revenue	7,799,2	NUMBER O	7,799,200 NUMBER OF EMPLOYEES:	
S-Wagon/Sedan	52							Total	8,954,302	32	Full Time	Part Time
Modified Vans	S							ANNUAL HOURS:		Operators	275	
Small Buses								Revenue	379,646	to Office	85	9
Purpose-Built	116		Ŋ		Ŋ		9	Total	379,646	t6 Mainten.	72	
Other	178									Admin.	41	
TOTAL VEHICLES	324							IS NON-DEDICATED SERVICE	WICE	Volun.		
								AVAILABLE?	yes	TOTAL	473	9
Ownership:	contracted operator & Commission	operator	& Commit	ssion								
Maintenance:	Transit Commission, contracted operator	mmission	, contracte	ed opera	Ď			NO. OF OPERATORS: 10 (contractors) UNIONS:	10 (contracto	S) UNIONS:		
										Specialized	ATU Local 113	
FLEET DISTRIBUTION:								PAYMENT METHOD:		Conventional	al ATU Local 113	
6-9	9-11	11-2	24	4-6	6-9	9-12	12+	(ie. flat rate, hourly, per km etc.)	n etc.)			
Peak Day 86	88	111	112	108	95	20	ന	per mile & meter rate		MAXIMUM V	MAXIMUM WAGE RATES:	
Saturday 47	8	72	23	83	47	36	7				Specialized	Conventional
Sunday 29	23	67	72	20	48	36	N	PAYMENT VERIFICATION:	<del>''</del>	Operators	\$20.16	\$20.16
Holidays 7	23	27	8	31	31	22	8	computer-generated		Maintenance	\$22.00	\$22.00
PERFORMANCE INDI	INDI	CATORS	RS									
FINANCIAL:				SEI	SERVICE:					SERVICE	SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	र		3.2%	Rec	Registrants/Capita	Capita			0.0100	X Trips/Hour		2.01
Net Operating Cost/Capita		₩	\$18.71	Ren	venue V	Revenue Vehicle Hours/Capita	ours/Ca	pita	0.1762	S2 Kilometres/Hour	Hour	20.54
Municipal Net Cost/Capita			\$9.36	Trip	Trips/Capita	m			0.6438		Average Kilometres/Trip	10.24
Share of Net Cost				Tri	s by No	Trips by Non-Dedicated Service	ated Se	rvice	45%	% Trips/Registrant	trant	64.70
- Provincial			20%							Unaccomm	Jnaccommodated Trip Requests	8.44%
- Municipal			20%	15	ECTIVI	EFFECTIVENESS:				Cancellations	22	22.20%
(incl. donations)				Š	Cost/Trip	Ŏ Ž	- Dedicated	£ 5	\$46.01	No-Shows		2.39%
EFFICIENCY (Dedicated Service Only):	Service On	i(A)									VEHICLE UTILIZATION (Dedicated Service Only):	rvice Only):
Cost/Hour		••	\$92.29	3	30UR P	LABOUR PRODUCTIVITY:	TIVITY			Revenue H	Revenue Hours/Vehicle	1,172
Cost/Kilometre			\$4.49	Ŧ P	Hours/Operator	ator			1,381	31 Kilometres/Vehicle	Vehicle	24,072

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	September	r 1987	87
Valley East		MUNICIPAL CONTACT:	R.O. Chenier		POPULATION SERVED:			21,915
Handi-Transit			(705) 897-4938		SERVICE AREA (ha):			21,801
		OPERATIONS CONTACT:	Joan Sorel		ADVISORY COMMITTEE?	E3	yes	w
			(705) 858-1320		NUMBER OF MEMBERS:	io		
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	or	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$27,966		Weekdays	0800 to 1600	000	
Other		Non-Dedicated			Saturday	0800 to 1600	000	
		TOTAL:	\$27,966	\$2,680	Sunday	0800 to 1600	000	
ELIGIBILITY COMMITTEE?	yes				Holidays	0800 to 1600	000	
MEMBERS?	ന	NET OPERATING COST:		\$25,286	\$25,286   CALL-INS:	min 24 hc	min 24 hours, 1 day max	тах
		Provincial Share		\$12,643	METHODS:			
		Municipal Share		\$12,643	Registration	manually		
REGISTRATION REQUIRED?	yes	Donations		\$2,000	Reservations	manually		
REGISTRATION CARDS?	2				Scheduling	manually		
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	1,134		FARE STRUCTURE:			
		- Ambulatory				Cash Ticke	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions				\$3.00		
Eligible - Wheelchair	44 100%	Other (not eligible)			Child	\$3.00		
- Ambulatory		TOTAL:	1,134			\$3.00		
- Temporary						\$3.00		
Attendants/Companions		TRIP TYPES:				\$3.00		
Other (not eligible)		Subscription			Companion	\$3.00		
TOTAL:	44	Prebooked			Other	\$3.00		
		Reservation		100%	100% OTHER METHODS OF PAYMENT:	YMENT:		
HOW OFTEN IS REG. LIST SCREENED?	٠.	Demand-Response						
annually		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	VENTIONAL TE	ANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	same		
Weithor Eligible	900	NO CHOMS.			Fore Structure	Samo		

Wheelchair S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other  TOTAL VEHICLES  TOTAL VEHICLES  FLEET DISTRIBUTION: FLEET DISTRIBUTION: Saturday 1 Saturday	Ambulatory         Average           Capacity         Age           5         5           4-6         6-9         9-12         12+	ANNUAL KILOMETRES: Revenue Total ANNUAL HOURS: Revenue Total IS NON-DEDICATED SERVICE AVAILABLE? NO. OF OPERATORS: PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	NUMBER OF EMPLOYEES:  Pull Time Operators 1 Office 1 Admin. Volun. TOTAL 3 UNIONS: Specialized no Conventional MAXIMUM WAGE RATES: Specialized	Part Time
V V 11-2	<u>apacity</u>		NUMBER OF EMPLO Pull Tim Operations Office Mainiten. Admin. Volun. TOTAL UNIONS: Specialized Conventional	Part Time
7 11-2 A T C	6-9   8-12		Operators Office Mainten. Admin. Volun. TOTAL UNIONS: Specialized Conventional	Part Time
74 - 11-2 - 1-2 -	6-9 12		Operators Office Mainten. Admin. Volun. TOTAL Conventional MAXIMUM WAGE RA	-  -
2-11-2-2-1-1-2-2-1-1-2-2-1-1-1-2-2-1-1-1-1-2-2-1-1-1-1-2-2-1-1-1-2-2-1-1-1-2-2-1-1-1-2-2-1-1-1-2-2-1-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-1-2-2-1-2-2-1-2-2-1-2-2-1-2-2-2-1-2	6-9		Office Mainten. Admin. Volun. TOTAL Conventional MAXIMUM WAGE RA	- Conve
2-11-2-1-1-2-1-1-2-1-1-2-1-1-1-2-1	6-9		Mainten. Admin. Volun. TOTAL Conventional MAXIMUM WAGE RA	Conve
2-11-2	6-9	IS NON-DEDICATED SERVICE AVAILABLE? no NO. OF OPERATORS: PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	Admin. Volun. TOTAL 3 UNIONS: Specialized no Conventional MAXIMUM WAGE RATES: Specialize	Conve
74 11-2 0.0 A T O B	6-9	IS NON-DEDICATED SERVICE AVAILABLE? no NO. OF OPERATORS: PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	Volun.  TOTAL 3 UNIONS: Specialized no Conventional MAXIMUM WAGE RATES: Specialize	1 Conve
74 2-11-2 10-4 T	6-9	AVAILABLE? no NO. OF OPERATORS: PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	TOTAL 3  UNIONS: Specialized no Conventional MAXIMUM WAGE RATES: Specialize	Conve
74 2-11-2 10-4 T O O O O O O O O O O O O O O O O O O	6-9	NO. OF OPERATORS: PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	UNIONS: Specialized no Conventional MAXIMUM WAGE RATES: Specialize	Conve
11-2 0.4 T.O.B	6-9	NO. OF OPERATORS: PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	UNIONS: Specialized no Conventional MAXIMUM WAGE RATES: Specialize	Conve
11-2 C A T O B	6-9 9-12	PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	Specialized no Conventional MAXIMUM WAGE RATES: Specialize	Conve
11-2 C A T O B	6-9 9-12	PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)	Conventional MAXIMUM WAGE RATES: Specialize	Conve
11-2 C A T O B	6-9 9-12	(ie. flat rate, hourly, per km etc.)	MAXIMUM WAGE RATES: Specialize	Conve
40			MAXIMUM WAGE RATES: Specialize	Conve
Sunday 1 1 1 Holidays 1 1 Policaro PERFORMANCE INDICATORS			Specialize	Conve
Sunday 1 Holidays 1 1 Polica TORS				
Holidays 1 TOPICATORS		PAYMENT VERIFICATION:	Operators \$8.50	\$8.50
A STORY OF STORY			Maintenance \$17.00	\$17.00
FINANCIAL:	SERVICE:		SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost 9.6%	Registrants/Capita	0.0	0.0020 Trips/Hour	
Net Operating Cost/Capita \$1.15	Revenue Vehicle Hours/Capita	upita	Kilometres/Hour	
Municipal Net Cost/Capita \$0.58	Trips/Capita	0.0	0.0517 Average Kilometres/Trip	
Share of Net Cost	Trips by Non-Dedicated Service	rvice	Trips/Registrant	25.77
- Provincial 50%			Unaccommodated Trip Requests	Ø
- Municipal	EFFECTIVENESS:		Cancellations	
(incl. donations)	Cost/Trip - Dedicated		\$24.66 No-Shows	
	- Non-Dedicated	icated		
EFFICIENCY (Dedicated Service Only):			VEHICLE UTILIZATION (Dedicated Service Only):	ated Service Only):
Cost/Hour	LABOUR PRODUCTIVITY:		Revenue Hours/Vehicle	
Cost/Kilometre	Hours/Operator		Kilometres/Vehicle	
Maintenance Cost/Kilometre				

		SERVICE OPERATED BY: municipality		SERVICE STARTED IN:	February 1987	
achan		MUNICIPAL CONTACT: R. Takagi		POPULATION SERVED:		119,000
Vaugilair		(905) 832-2281		SERVICE AREA (ha):		03,800
Access bus		OPERATIONS CONTACT: R. Takagi		ADVISORY COMMITTEE?	OU	
				NUMBER OF MEMBERS:		
		FINANCIAL	S	SERVICE		
REGISTRANTS		TS AND REVEN		TYPE:	curb to curb	
Unable to Board Unable to Use	××	Oper. Cost   C	Hevenue	Weekdays Saturday	0730 to 2200 0945 to 1800	
Other		Non-Deutcated TOTAL: \$353,615	\$13,863	Sunday	0945 to 1800	
ELIGIBILITY COMMITTEE?	2	SET OBEDATING COST.	\$339,752	CALL-INS:	min 12 hours, max 7 days	days
MEMBERS?		Provincial Share		METHODS:	manually	
		Municipal Share	\$184,012	Reservations	manually	
REGISTRATION REQUIRED?	yes :	Donations		Scheduling	computer assisted	
REGISTRATION CARDS?	88 2	ANNUAL ONE-WAY TRIPS: Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?	2			-,	Cash Tickets/Cards	Monthly Pass \$49.95
NUMBER OF REGISTRANTS:		Attendar	255	Child \$0		
Eligible - Wheelchair - Ambulatory	177 29% 432 70%	Other (hot eligible) 8,476	5,821	Student \$1	\$1.15 10/\$11.50 \$0.90 10/\$9.00	\$38.00
- Temporary	12 2%	TRIP TYPES:				
Attendants/Companions		Subscription	34%	Companion		
TOTAL:	621	Prebooked		OTHER METH	MENT:	
HOW OFTEN IS REG. LIST SCREENED?	VED?	Demand-Response	9%	COMPABISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
not within past 5 years		UNACCOMMODATED TRIP REQUESTS:	1 389	Conventional Hours	longer	
COMPANIONS ALLOWED IF SPACE?	Ξ? yes	CANCELLED TRIPS:	270		same	

						Late Colling	נט	
	N N	Wheelchair	Ambulatory	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity Age	Revenue	135,552	135,552 NUMBER OF EMPLOYEES:	PLOYEES:	
S-Wagon/Sedan				Total	135,552	Ful	Full Time P	Part Time
Modified Vans				ANNUAL HOURS:		Operators	က	-
Small Buses				Revenue	7,398	Office	-	
Purpose-Built	m	4	7 2	Total	7,398	Mainten.		
Other						Admin.		N
TOTAL VEHICLES	m			IS NON-DEDICATED SERVICE		Volun.		
				AVAILABLE? yes		TOTAL	4	e
Ownership:	municipality							
Maintenance:	contracted out			NO. OF OPERATORS:	N	2 UNIONS:		
						Specialized	CUPE Local 1090	080
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	2	
6-9	9-11 11-2	2 2	4-6 6-9 9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 3	e e	က		meter rate		MAXIMUM WAGE RATES:	RATES:	
Saturday	***	-	-				Specialized	Conventional
Sunday	<del>-</del>	Ψ	4	PAYMENT VERIFICATION:		Operators	\$15.72	\$17.00
Holidays				rider signs receipt		Maintenance		
PERFORMANCE INDICATORS	E INDICAT	ORS				,		
FINANCIAL:			SERVICE:			SERVICE UTILIZATION:	ZATION:	
R/C = Op.Revenue/Op.Cost	St	3.9%	Registrants/Capita		0.0053	Trios/Hour		1 15
Net Operating Cost/Capita	ed.	\$2.88	Revenue Vehicle Hours/Capita	tpita	0.0627	Kiometres/Hour		18.32
Municipal Net Cost/Capita		\$1.56	Trips/Capita		0.1212	Average Kilometres/Trip	res/Trip	15.99
Share of Net Cost			Trips by Non-Dedicated Service	rvice	41%	Trips/Registrant		23.02
- Provincial		20%				Unaccommodated Trip Requests	d Trip Requests	%060
- Municipal		20%	EFFECTIVENESS:			Cancellations		875%
(incl. donations)			Cost/Trip - Dedicated	מי	\$33.40	No-Shows		1.89%
			- Non-Dedicated	icated	\$12.12			
EFFICIENCY (Dedicated Service Only):	Service Only):					VEHICLE UTILIZ	VEHICLE UTILIZATION (Dedicated Service Only):	Service Only):
Cost/Hour		\$38.26	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	/ehicle	2,466
Cost/Kilometre		\$2.09	Hours/Operator		2.114	Kilometres/Vehicle	0	45.184
					î			200

Victoria County  Care-A-Van  Care-A-Van  OPERATIONS CONTACT: John Guiteridge  (705) 324-9411  OPERATIONS CONTACT: Valmay Barkey  (705) 324-7323  F I N A N C I A L  OPERATIONS CONTACT: Valmay Barkey  (705) 324-7323  F I N A N C I A L  OPERATING COSTS AND REVENUES:  Unable to Use  Other  Nembers?  Nembers.	John Gutteridge (705) 324-9411 Valmay Barkey (705) 324-7323 REVENUES: Oper. Cost \$36,924 \$36,924	\$9,751 \$27,173 \$220,379	POPULATION SERVED: SERVICE AREA (ha): ADVISORY COMMITTEE? NUMBER OF MEMBERS: S E R V I C E TYPE: HOURS OF SERVICE: Weekdays \$9,751 Sunday Holidays \$20,379 METHODS: Registration	yes door to door 0800 to 1800 0800 to 1800 0800 to 1800 0800 to 1800 min 24 hours, no max	8 8
(705)  OPERATIONS CONTACT: Valm (706)  F I N A N C I A L OPERATING COSTS AND REVER  Non-Dedicated TOTAL: yes 3 NET OPERATING COST: Provincial Share Municipal Share Municipal Share Nes Donations yes	(705) 324-9411 Valmay Barkey (705) 324-7323 (705) 324-7323  BEVENUES: \$36,924 \$36,924	\$9,751 \$27,173 C	SERVICE AREA (ha): ADVISORY COMMITTEE? NUMBER OF MEMBERS: S E R V I C E TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration		75,000
X Dedicated Non-Dedicated TOTAL:  yes Net Operating Costs and Reven Total:  yes Devices Share Municipal Share Municipal Share Donations  yes Donations  yes Donations	Valmay Barkey (705) 324-7323 REVENUES:	\$9,751 \$9,751 \$27,173	ADVISORY COMMITTEE?  NUMBER OF MEMBERS: S E R V I C E  TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays Holidays CALL-INS: METHODS: Registration	, 100	ω
(705)  FINANCIAL  OPERATING COSTS AND REVEN  Non-Dedicated TOTAL:  yes  NET OPERATING COST: Provincial Share Municipal Share Donations yes  AMMINIAL ONE MAY TOIDGE.	(705) 324-7323 REVENUES: Oper. Cost \$36,924 \$56,924	\$9,751 \$27,173 (	NUMBER OF MEMBERS: S E R V I C E TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration	door to door 0800 to 1800 0800 to 1800 0800 to 1800 0800 to 1800 min 24 hours, no max	60
X Dedicated Non-Dedicated TOTAL: yes 3 NET OPERATING COST: Provincial Share Municipal Share Municipal Share yes Donations yes AMMINIAL ONE MAY TODGE.	REVENUES:	\$9,751 \$27,173 \$20,379 N	S E R V I C E TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration	door to door 0800 to 1800 0800 to 1800 0800 to 1800 0800 to 1800 min 24 hours, no max	
X Dedicated Non-Dedicated TOTAL: yes 3 NET OPERATING COST: Provincial Share Municipal Share yes Donations yes	\$36,924	\$9,751 \$27,173 \$20,379	TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration	door to door 0800 to 1800 0800 to 1800 0800 to 1800 0800 to 1800 min 24 hours, no max	
X Dedicated Non-Dedicated TOTAL: yes 3 NET OPERATING COST: Provincial Share Municipal Share Municipal Share Donations yes AMMINIAL ONE MAY TODGO	\$36,924 \$36,924	\$9,751 \$27,173 \$20,379 N	HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration	0800 to 1800 0800 to 1800 0800 to 1800 0800 to 1800 min 24 hours, no max	
Non-Dedicated TOTAL: yes 3 NET OPERATING COST: Provincial Share Municipal Share Municipal Share Donations yes AMMINIAL ONE WAY TODGE.	\$36,924	\$9,751 \$27,173 \$20,379	Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration	0800 to 1800 0800 to 1800 0800 to 1800 0800 to 1800 min 24 hours, no max	
yes  Non-Dedicated  TOTAL:  yes  NET OPERATING COST:  Provincial Share Municipal Share Municipal Share  Municipal Share  Amanian One way Totals.	\$36,924	\$9,751 22,173 820,379	Saturday Sunday Holidays CALL-INS: METHODS: Registration	0800 to 1800 0800 to 1800 0800 to 1800 min 24 hours, no max	
yes 3 NET OPERATING COST: Provincial Share Municipal Share Municipal Share Donations yes AMMINIAL ONE WAY TRIDE.	\$36,924	\$9,751 627,173 820,379	Sunday Holidays CALL-INS: METHODS: Registration	0800 to 1800 0800 to 1800 min 24 hours, no max	
yes 3 NET OPERATING COST: Provincial Share Municipal Share Municipal Share Donations yes Donations		27,173 C	Holidays CALL-INS: METHODS: Registration	0800 to 1800 min 24 hours, no max	
A NET OPERATING COST: Provincial Share Municipal Share Municipal Share Donations JOSEPHOS! AMMINI AND ONE WAY TO DO ONE WAY TO D		227,173 (C	CALL-INS: METHODS: Registration	min 24 hours, no max	
I REQUIRED?  yes  Donations  I CARDS?  yes  AMMINIAL ONE MAY TRUES.		\$20,379 N	METHODS: Registration		***********
I REQUIRED?  yes  Donations  I CARDS?  yes  ANIMITAL ONE MAY TRIDS.			Registration		
I CARDS? yes Donations  yes yes ANNI IAI ONE MAY TRIDE.	:	_	,	computer assisted	
I CARDS? yes ANNI IAI ONE WAY TRIDS.	:	\$10,593	Reservations	manually	
ANIMITAL ONE WAY TRIDE.			Scheduling	manually	
TO VINCOL CINE-WAT INITO.	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST? Eligible - Wheelchair 424	424		FARE STRUCTURE:		
- Ambulatory 1,572	1,572		Cash	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS: Attendants/Companions 25			Adult		
Eligible - Wheelchair 40 41% Other (not eligible) 535	535		Child		
- Ambulatory 57 59% TOTAL: 1,996	1,996		Student		
- Temporary			Senior \$0.17/km	E	
Attendants/Companions TRIP TYPES:			Attendant		
Other (not eligible) Subscription			Companion		
TOTAL: 97 Prebooked		39%	Other		
Reservation		61%	OTHER METHODS OF PAYMENT:	INT:	
HOW OFTEN IS REG. LIST SCREENED? Demand-Response			\$0.15/km		
	TRIP REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ITIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE? yes CANCELLED TRIPS:		15	Conventional Hours	shorter	
VISITORS ELIGIBLE? yes NO-SHOWS:		15	Fare Structure	different, \$1.10	-

0110							TM PLOY FIN	חחט	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	45,845	45,845 NUMBER OF EMPLOYEES:	MPLOYEES:	
S-Wagon/Sedan					Total	46,045	u.	Full Time	Part Time
Modified Vans	-	67	თ	S	ANNUAL HOURS:		Operators	-	
Small Buses					Revenue	1,980	Office		
Purpose-Built					Total	2,028	Mainten.		
Other							Admin.		
TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE		Volun.	4	
					AVAILABLE? yes		TOTAL	5	
Ownership:	non-profit organiz	aniz							
Maintenance:	transit commission	ssion			NO. OF OPERATORS:		UNIONS		
							Specialized	2	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional		
6-9	9-11	11-2 2-4	9-4-6	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 1	-	1			per kilometre		MAXIMUM WAGE RATES:	GE RATES:	
Saturday 1	-	<del></del>	-					Specialized	Conventional
Sunday 1	-	1	4		PAYMENT VERIFICATION:		Operators	\$9.00	
Holidays 1	-	-	-				Maintenance		
PERFORMANCE INDICATORS	EINDIC	ATORS							
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	LIZATION:	
R/C = Op.Revenue/Op.Cost	ıst	26.4%	Registrants/Capita	apita		0.0018	Trips/Hour		1.01
Net Operating Cost/Capita	ert	\$0.50	Revenue Vel	Revenue Vehicle Hours/Capita	pita	0.0367	Kilometres/Hour	1	23.15
Municipal Net Cost/Capita			Trips/Capita			0.0370	Average Kilometres/Trip	etres/Trip	22.97
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	wice		Trips/Registrant	1	20.58
- Provincial		75%					Unaccommoda	Unaccommodated Trip Requests	
- Municipal		25%	EFFECTIVENESS:	ESS:			Cancellations		0.75%
(incl. donations)			Cost/Trip	- Dedicated	71	\$18.50	No-Shows		0.75%
				- Non-Dedicated	cated				
EFFICIENCY (Dedicated Service Only):	Service Only):						VEHICLE UTIL	VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour		\$18.65	LABOUR PR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	s/Vehicle	1,980
Cost/Kilometre		\$0.81	Hours/Operator	lor		9	Kilometres/Vehicle	icle	45,845

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	April 1991	_
Walden		MUNICIPAL CONTACT:	G. Lebeau		POPULATION SERVED:		9,411
Martin's Bus Lines			(705) 692-3087		SERVICE AREA (ha):		79,275
		OPERATIONS CONTACT:	L Martin		ADVISORY COMMITTEE?	yes	
			(705) 866-2862		NUMBER OF MEMBERS:		2
REGISTRANTS		FINANCIAL			SERVICE		
OCAL FLIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
I hable to Board	×		Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use		Dedicated	\$39,823		Weekdays	0700 to 1700	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$39,823	\$7,002	Sunday		
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	4	NET OPERATING COST:		\$32,821	CALL-INS:	min 48 hours, no max	
eligibility determined by medical health professional	pfessional	Provincial Share		\$17,852	METHODS:		
		Municipal Share		\$14,969	Registration	manually	
REGISTRATION REQUIRED?	, 88	Donations			Reservations	manually	
REGISTRATION CARDS?	yes				Scheduling	mannally	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	905		FARE STRUCTURE:		
		- Ambulatory	565		ଞା	Cash Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	70			\$3.50	
Eligible - Wheelchair	17 57%	Other (not eligible)			Child	\$3.50	
- Ambulatory	12 40%	TOTAL:	1,467		Student	\$3.50	
- Temporary	1 3%				Senior	\$3.50	
Attendants/Companions		TRIP TYPES:			Attendant \$3	\$3.50	
Other (not eligible)		Subscription		49%	Companion		
TOTAL	30	Prebooked		31%	Other		
		Reservation		50%	OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?	c.	Demand-Response UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	ENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	2	CANCELLED TRIPS:	1%		Conventional Hours	longer	
VICITODO EL ICIDI ES	300	NO-SHOWS:			Fare Structure	different, \$1.75	

							1 1 1 1 1 1	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	66,597	NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Total	66,897	Full Time	Part Time
Modified Vans					ANNUAL HOURS:		Operators	-
Small Buses		4	9	4	Revenue	1,755	Office	-
Purpose-Built					Total	1,755	Mainten.	-
Other							Admin.	
TOTAL VEHICLES	-				IS NON-DEDICATED SERVICE		Volun.	
					AVAILABLE? no		TOTAL	e
Ownership:	contracted c	operator						
Maintenance:	operator				NO. OF OPERATORS:	-	1 UNIONS:	
							Specialized	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
6-9	9-11	11-2 2-4	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 1	-				flat rate per trip		MAXIMUM WAGE RATES:	
Saturday							Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators \$9.00	
Holidays							Maintenance \$16.00	\$16.00
PERFORMANCE INDICATORS	INDIC	CATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	St	17.6%	Registrants/Capita	Capita		0.0032	Trips/Hour	0.84
Net Operating Cost/Capita	_	\$3.49	Revenue Ve	Revenue Vehicle Hours/Capita	upita	0.1865	Kilometres/Hour	37.95
Municipal Net Cost/Capita		\$1.59	Trips/Capita			0.1559	Average Kilometres/Trip	45.40
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	rvice		Trips/Registrant	48.90
- Provincial		54%					Unaccommodated Trip Requests	
- Municipal		46%	EFFECTIVENESS:	NESS:			Cancellations	
(incl. donations)			Cost/Trip	- Dedicated	T)	\$27.15	No-Shows	
				- Non-Dedicated	icated			
EFFICIENCY (Dedicated Service Only):	Service Only	÷					VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour		\$22.69	LABOUR PF	LABOUR PRODUCTIVITY:	33		Revenue Hours/Vehicle	1,755
Cost/Kilometre		\$0.60	Hours/Operator	ntor		3,510	Kilometres/Vehicle	66,597
		1000						

		SERVICE OPERATED BY:	private contractor		SERVICE STARTED IN:	September	1991	
								14 601
Wallaceburg		MUNICIPAL CONTACT:	M. Dymond		POPULATION SERVED:			1,004
Handy Transervice			(519) 627-1607		SERVICE AREA (ha):			1,021
		OPERATIONS CONTACT:	Bruce Stem		ADVISORY COMMITTEE?	¢.	yes	
			(519) 352-1920		NUMBER OF MEMBERS:			80
REGISTRANTS		FINANCIAL			SERVICE			
OCAL FLIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	curb to curb		
I mable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$61,001		Weekdays	0800 to 1800		
Other		Non-Dedicated			Saturday			
		TOTAL:	\$61,001	\$9,530	Sunday			
ELIGIBILITY COMMITTEE?	yes				Holidays			
MEMBERS?	ດ	NET OPERATING COST:		\$51,471	\$51,471 CALL-INS:	min 24 hours, no max	по тах	
eligibility determined by staff		Provincial Share		\$39,276	METHODS:			
		Municipal Share		\$12,195	Registration	manually		
REGISTRATION REQUIRED?	yes	Donations		\$10,835	Reservations	manually		
REGISTRATION CARDS?	0				Scheduling	manually		
WAITING LIST?	<u>Б</u>	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	5,621		FARE STRUCTURE:			
		- Ambulatory	2,900		Oi	Cash Tickets/Cards		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions				\$1.50		
Eligible - Wheelchair	12 5%	Other (not eligible)			Child	\$1.50		
- Ambulatory	210 94%	TOTAL:	8,521		Student	\$1.50		
- Temporary	2 1%				Senior	\$1.50		
Attendants/Companions		TRIP TYPES:			Attendant \$	\$1.50		
Other (not eligible)		Subscription		79%	Companion	\$1.50		
TOTAL:	224	Prebooked		%8	Other	\$1.50		
		Reservation			OTHER METHODS OF PAYMENT:	MENT:		
HOW OFTEN IS REG. LIST SCREENED?	ED?	Demand-Response		13%		3. of Educ.		
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	MENTIONAL TRANS	SIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:			Conventional Hours	No Conv. Service	vice	
VISITORS FI IGIBI F?	00	NO-SHOWS:			Fare Structure	No Conv. Service	vice	

VENICLES						EMPLOYEES	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
VEHICLE TYPES: Number	per Capacity	Capacity	Age	Revenue	32,000	NUMBER OF EMPLOYEES:	
S-Wagon/Sedan				Total	32,000	Full Time	Part Time
Modified Vans	_ m	4	N	ANNUAL HOURS:		Operators	
Small Buses				Revenue	2,600	Office	
Purpose-Built				Total	2,600	Mainten.	
Other						Admin.	
TOTAL VEHICLES	1			IS NON-DEDICATED SERVICE		Volun.	
				AVAILABLE?	-	TOTAL	
Ownership: munic	municipality						
Maintenance: operator	itor			NO. OF OPERATORS:		UNIONS	
						Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
6-9	9-11 11-2 2-4	4-6 6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 1	-				_	MAXIMUM WAGE RATES:	
Saturday						Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operators	
Holidays						Maintenance	
PERFORMANCE INDICATORS	IDICATORS						
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	15.6%	Registrants/Capita	pita		0.0192	Trips/Hour	3.28
Net Operating Cost/Capita	\$4.41	Revenue Vehicle Hours/Capita	cle Hours/Ca	pita	0.2225	Kilometres/Hour	1231
Municipal Net Cost/Capita	\$1.04	Trips/Capita			0.7293	Average Kilometres/Trip	3.76
Share of Net Cost		Trips by Non-Dedicated Service	Dedicated Ser	rvice		Trips/Registrant	38.04
- Provincial	75%					Unaccommodated Trip Requests	
- Municipal	25%	EFFECTIVENESS:	ESS:			Cancellations	
(incl. donations)		Cost/Trip	- Dedicated	patent	\$7.16	No-Shows	
EFFICIENCY (Dedicated Service Only):	e Only):					VEHICLE LITTI IZATION (Dedicated Service Only):	ed Service Only).
Cost/Hour	\$23.46	LABOUR PRODUCTIVITY:	DUCTIVITY:			Revenue Hours/Vehicle	2.600
Cost/Kilometre	\$1.91	Hours/Operator	L.			Kilometres/Vehicle	32,000
Maintenance Contaction							

Welland         MuNicipal contracts         Charles Stale         SERVICE STARTED R.         August         1981         45,000           Handi-Trans         COPERATIONS CONTACT:         Charles Stale         (416) 732-6844         SERVICE APPED R.         August         155,000         45,000           Handi-Trans         COPERATIONS CONTACT:         Charles Stale         AUNICIPAL CONTACT:         Charles Stale         AUNICIPAL CANTACT:         Charles Stale         AUNICIPAL CANTACT:         POPE ACTIONS CONTACT:         Charles Stale         AUNICIPAL CANTACT:         AUNICIPAL CANTA					8/1					
FILING NOTACT: Charles Stolle   POPULATION SERVED:   SERVICE AREA (Int.):   1416) 732-6844   SERVICE AREA (Int.):   1416) 732-6845   S225,485   S225,4			(C)	SERVICE OPERATED BY:	municipality		SERVICE STARTED IN:	August	196	=
Comparison   Com	Welland		2	AUNICIPAL CONTACT:	Charles Stolte		POPULATION SERVED:			45,000
F I I M A N C I A L   Charles Stolie   ADVISORY COMMITTEE?   Yes	Handi-Trans				(416) 732-6844		SERVICE AREA (ha):			98
F I IN A N C I A L   C   C   C   C   C   C   C   C   C			0	PERATIONS CONTACT:	Charles Stolte		ADVISORY COMMITTEE?	٥.	yee	
P I N A N C I A L   P I N A N C I A L   P I N A N C I A L					(416) 732-6844		NUMBER OF MEMBERS:			14
New Holication   Amount Cooler Cooler	REGISTRANTS			FINANCIAL			SERVICE			
Non-Dedicated   \$225,485   Section   Non-Dedicated   \$225,485   Section   Non-Dedicated   \$225,485   Section   Section   Non-Dedicated   Section	LOCAL ELIGIBILITY CRITERION:			OPERATING COSTS AND I	REVENUES:		TYPE:	accessit	le door	
Neekdays	Unable to Board				Oper. Cost	Revenue	HOURS OF SERVICE:			
Non-Dedicated   Non-Dedicated   Saturday   1005 to 1800	Unable to Use	×		Dedicated	\$235,485		Weekdays	0655 to	1900	
NETOPERATING COST:   \$225,485 \$20,752   Holidays	Other			Non-Dedicated			Saturday	1005 to	1800	
MAMITTEE?         no         NET OPERATING COST:         \$214,738         CALL-INS:         min 24 hours, max 14           ned by staff         Provincial Share         \$123,689         METHODS:         CALL-INS:         min 24 hours, max 14           I REQUIRED?         yes         Donations         \$5123,689         METHODS:         Computer assisted           I REQUIRED?         yes         Donations         \$5,000         Non-Ded.         Dispatching         manual/computer           ST?         ANNUAL ONE-WAY TRIPS:         Dedicated         Non-Ded.         Dispatching         manual/computer           ST?         - Anbulatory         11,010         Non-Ded.         Dispatching         manual/computer           ST?         - Anbulatory         11,010         Scheduling         manual/computer           SISTRAMTS:         Attendants/Companions         1,322         Adult         \$1,30         224\$23.00           celchair         190         27%         Other (not eligible)         16,447         S1.30         224\$23.00           celchair         485         70%         TOTAL:         16,447         S1.30         224\$23.00           companions         51         Prebooked         Prebooked         Attendant \$1:30         224\$2				TOTAL:	\$235,485	\$20,752	Sunday			
NET OPERATING COST:   \$214,733   CALL-INS:   min 24 hours, max 14	ELIGIBILITY COMMITTEE?	2					Holidays			
Provincial Share   \$123,699   METHODS:   Municipal Share   \$91,004   Registration   Computer assisted   Municipal Share   \$91,004   Registration   Computer assisted   Municipal Share   \$91,004   Registration   Municipal Share   \$5,000   Reservations   Municipal Share   \$5,000   Reservations   Table   Table   Municipal Share   \$5,000   Reservations   Table   Tabl	MEMBERS?			NET OPERATING COST:		\$214,733		min 24 h	iours, max 14	days
Name   Page	eligibility determined by staff			Provincial Share		\$123,699	METHODS:			
PEGUIRED?   Yes   Donations   \$5,000   Peservations   Trainal/Computer   Scheduling   Trainal/Computer   Scheduling   Trainal/Computer   Scheduling   Trainal/Computer   Scheduling   Trainal/Computer   Scheduling   Trainal/Computer   Scheduling   Trainal/Computer   Trainal/Computer   Trainal/Computer   Trainal/Computer   Trainal/Computer   Trainal/Companions   Trainal/Companions   Trainal/Companions   Trainal/Companions   Trainal/Companions   Trainal/Companion				Municipal Share		\$91,034	Registration	compute	ar assisted	
CARDS   Yes   Non-Ded   Carduling   Scheduling   Mon-Ded   Dispatching   Mon-Ded   Dispatching   Manual/computer   Scheduling   Manual/computer   Scheduling   Manual/computer   Scheduling   Mon-Ded   Dispatching   Manual/computer   Scheduling   Manual/computer   Scheduling   Manual/computer   Scheduling   Manual/computer   Scheduling   Manual/computer   Scheduling   Manual/computer   Manual/companions   Manual/companions   Manual/companions   Manual/companions   Manual/companions   Manual/companions   Manual/companions   Manual/companions   Manual/companion   Manual/companio	REGISTRATION REQUIRED?	yes		Donations		\$5,000		manual/	computer	
ANNUAL ONE-WAY TRIPS:   Dedicated Non-Ded.   Dispatching   Manually	REGISTRATION CARDS?	yes	'				Scheduling	manual/	computer	
FARE STRUCTURE:	WAITING LIST?	2	1	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manuall		
Attendants/Companions   11,010   Cash   Tickers/Cards   Tick	WAITING ON LIST?			Eligible - Wheelchair	5,437		FARE STRUCTURE:			
190   27%   Other (not eligible)   16,447   Student \$1.30     485   70%   TOTAL:   16,447   Student \$1.30     50   3%   TRIP TYPES:   Senior \$1.30     50   5%   TOTAL:   16,447   Student \$1.30     50   3%   TRIP TYPES:   Senior \$1.30     50   5%   Companion \$1.30     50   5%   5%   5%     50   5%   5%     50   5%   5%   5%     50   5%   5%   5%     50   5%   5%   5%     50   5%   5%   5%     50   5%   5%   5%     50   5%   5%     50   5%   5%   5%     50   5%   5%   5%     50   5%   5%     50   5%   5%     50   5%   5%     50   5%   5%     50   5%   5%				- Ambulatory	11,010		ଞା		cets/Cards	Monthly Pass
190         27%         Other (not eligible)         Childunder 5 free           485         70%         TOTAL:         16,447         Student \$1.30           20         3%         TRIP TYPES:         Senior \$1.30           Subscription         45%         Companion \$1.30           Prebooked         43%         Other \$1.30           Preservation         43%         Other \$1.30           Domand-Response         11%         Other \$1.30           UNACCOMMODATED TRIP REQUESTS:         250         COMPARISON WITH CONVENTIONAL TOWENT           yes         CANCELLED TRIPS:         1,174         Conventional Hours on pager           yes         NO-SHOWS:         31         Fare Structure         same	NUMBER OF REGISTRANTS:			Attendants/Companions	1,322			1.30	22/\$23.00	
485         70%         TOTAL:         16,447         Student         \$1.30           20         3%         TRIP TYPES:         Senior         \$1.30           Subscription         45%         Companion         \$1.30           Prebooked         43%         OTHER METHODS OF PAYMENT:           D?         Demand-Response         1%         OTHER METHODS OF PAYMENT:           Jyes         CANCELLED TRIP REQUESTS:         250         COMPARISON WITH CONVENTIONAL T           yes         CANCELLED TRIPS:         1,174         Conventional Hours         longer           yes         NO-SHOWS:         31         Fare Structure         same	Eligible - Wheelchair		%	Other (not eligible)			Childunder 5	free	22/\$23.00	
20         3%         TRIP TYPES:         Senior         \$1.30           Subscription         45%         Companion         \$1.30           695         Prebooked         43%         Other         \$1.30           D?         Demand-Response         1%         OTHER METHODS OF PAYMENT:           DP         Demand-Response         1%         OTHER METHODS OF PAYMENT:           yes         CANCELLED TRIP REQUESTS:         250         COMPARISON WITH CONVENTIONAL T           yes         CANCELLED TRIPS:         1,174         Conventional Hours         longer           yes         NO-SHOWS:         31         Fare Structure         same		, -	%	TOTAL:	16,447			1.30	22\$23.00	
TRIP TYPES:         Attendant         \$1.30           Subscription         45%         Companion         \$1.30           Prebooked         43%         OTHER METHODS OF PAYMENT:           D?         Demand-Response         1%         OTHER METHODS OF PAYMENT:           D?         Demand-Response         250         COMPARISON WITH CONVENTIONAL T           yes         CANCELLED TRIPS:         1,174         Conventional Hours longer           yes         NO-SHOWS:         31         Fare Structure         same	- Temporary		3%					1.30	22\$19.00	
Subscription         Subscription         45%         Companion         \$1.30           Prebooked         43%         OTHER METHODS OF PAYMENT:           D?         Demand-Response         1%         OTHER METHODS OF PAYMENT:           DP         UNACCOMMODATED TRIP REQUESTS:         250         COMPARISON WITH CONVENTIONAL TITALY           yes         CANCELLED TRIPS:         1,174         Conventional Hours on game           yes         NO-SHOWS:         31         Fare Structure         same	Attendants/Companions		_	TRIP TYPES:				1.30	22\$23.00	
695         Prebooked         \$1.30         \$1.30           Beservation         43%         OTHER METHODS OF PAYMENT:           DP Demand-Response         1%         ONACCOMMODATED TRIP REQUESTS:           yes         CANCELLED TRIPS:         1,174         Conventional Hours Inger Same           yes         NO-SHOWS:         31         Fare Structure         same	Other (not eligible)			Subscription		45%		1.30	22\$23.00	
D?         Demand-Response         1%           UNACCOMMODATED TRIP REQUESTS:         250           yes         CANCELLED TRIPS:         1,174           yes         NO-SHOWS:         31		969		Prebooked		11%		1.30	22\$23.00	
D? Demand-Response 1% UNACCOMMODATED TRIP REQUESTS: 250 yes CANCELLED TRIPS: 1,174 yes NO-SHOWS: 31				Reservation		43%		MENT:		
UNACCOMMODATED TRIP REQUESTS: 250 yes CANCELLED TRIPS: 1,174 yes No-SHOWS: 31	HOW OFTEN IS REG. LIST SCREENEL	D;		Demand-Response		1%				
yes CANCELLED TRIPS: 1,174 Conventional Hours yes NO-SHOWS: 31 Fare Structure	annually		_	JNACCOMMODATED TRIP	REQUESTS:	250		ENTIONAL 1	RANSIT:	
yes NO-SHOWS: 31 Fare Structure	COMPANIONS ALLOWED IF SPACE?	yes		CANCELLED TRIPS:		1,174		longer		
	VISITORS ELIGIBLE?	Yes		NO-SHOWS:		31	Fare Structure	same		

211011						EMPLOYEES	T T C	
	Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES: Number	Capacity	Capacity	Age	Revenue	84,583	NUMBER OF EMPLOYEES:	EMPLOYEES:	
S-Wagon/Sedan				Total	88,623	hdn (	Full Time	Part Time
Modified Vans	-	67	ro	ANNUAL HOURS:		Operators	m	2
Small Buses 1			0	Revenue	5,060	Office	-	-
Purpose-Built 1			9	Total	5,285	Mainten.		-
Other						Admin.	-	
TOTAL VEHICLES 3				IS NON-DEDICATED SERVICE		Volun.		
				AVAILABLE? no		TOTAL	သ	4
Ownership: municipality	Δ:							
Maintenance: municipality	Ž.			NO. OF OPERATORS:		UNIONS		
						Specialized	ATU Local 1633	1633
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	ATU Local 1633	1633
6-9 9-11	11-2	4-6 6-9 9-12	12+	(ie. flat rate, hourly, per km etc.)				
Peak Day 2 2	2 2			flat rate per trip		MAXIMUM WAGE RATES:	GE RATES:	
Saturday 1	1	-					Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operators	\$16.32	\$16.32
Holidays						Maintenance	\$20.15	\$20.15
PERFORMANCE INDICATORS	CATORS							
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	LIZATION:	
R/C = Op.Revenue/Op.Cost	8.8%	Registrants/Capita	ø		0.0154	Trips/Hour		3.25
Net Operating Cost/Capita	\$4.7	Revenue Vehicle Hours/Capita	Hours/Ca	oita	0.1124	Kilometres/Hour	ur	16.72
Municipal Net Cost/Capita	\$2.02	Trips/Capita			0.3655	Average Kilometres/Trip	netres/Trip	5.14
Share of Net Cost		Trips by Non-Dedicated Service	icated Ser	vice		Trips/Registrant	E	23.66
- Provincial	28%					Unaccommod	Unaccommodated Trip Requests	1.52%
- Municipal	45%	EFFECTIVENESS:	iń			Cancellations		7.14%
(incl. donations)		Cost/Trip -	- Dedicated		\$14.32	No-Shows		0.19%
		•	- Non-Dedicated	zated				
EFFICIENCY (Dedicated Service Only):	ly):					VEHICLE UTI	VEHICLE UTILIZATION (Dedicated Service Only):	d Service Only):
Cost/Hour	\$46.54	LABOUR PRODUCTIVITY:	JCTIVITY:			Revenue Hours/Vehicle	sVehicle	1,687
Cost/Kilometre	\$2.78	Hours/Operator			1,265	Kilometres/Vehicle	hicle	28,194
	4 1 1 4							

			6/1					
		SERVICE OPERATED BY:	non-profit organization		SERVICE STARTED IN:	October	1979	
Whitby		MUNICIPAL CONTACT:	Cornell Pennings		POPULATION SERVED:			000'09
Handi Transit Inc.			(305) 668-5803		SERVICE AREA (ha):			39,460
		OPERATIONS CONTACT:	Doug Manuel		ADVISORY COMMITTEE?	61	yes	
			(905) 571-1222		NUMBER OF MEMBERS:			11
REGISTRANTS		FINANCIAL			SERVICE			
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	EVENUES:		TYPE:	accessible door	le door	
Unable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:			
Unable to Use	×	Dedicated	\$160,172		Weekdays	0730 to 2300	300	
Other		Non-Dedicated	\$14,095		Saturday	0800 to 2300	300	
		TOTAL:	\$174,267	\$20,880	Sunday	0900 to 2200	5500	
FI IGIBILITY COMMITTEE?	2				Holidays	0800 to 1700	700	
MEMBERS		NET OPERATING COST:		\$153,387	CALL-INS:	min 1 ho	min 1 hour, max 3 days	γı
eligibility determined by staff		Provincial Share		\$76,964	METHODS:			
		Municipal Share		\$76,693	Registration	manually	manually/computer assisted	sisted
REGISTRATION REQUIRED?	9	Donations			Reservations	manually	manually/computer assisted	sisted
REGISTRATION CARDS?					Scheduling	manually		
WAITING LIST?	02	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually		
WAITING ON LIST?		Eligible - Wheelchair	7,106		FARE STRUCTURE:			
		- Ambulatory	762		01	Cash Tick	Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	969		Adult	\$1.50	\$20.00	
Eligiple - Wheelchair		Other (not eligible)			Child	\$1.50	\$20.00	
- Ambulatory		TOTAL	7,868		Student	\$1.50	\$20.00	
- Temporary					Senior	\$1.50	\$20.00	
Attendants/Companions		TRIP TYPES:			Attendant	\$1.50	\$20.00	
Other (not eligible)		Subscription		21%	Companion	\$1.50	\$20.00	
TOTAL		Prebooked		19%	Other	\$1.50	\$20.00	
		Reservation		32%	OTHER METHODS OF PAYMENT:	YMENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		59%	monthly billing, agency contracts	contracts		
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	7	COMPARISON WITH CONVENTIONAL TRANSIT:	VENTIONAL T	RANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		611	Conventional Hours	shorter		
VISITORS ELIGIBLE?	Ves	NO-SHOWS:			Fare Structure	different, \$1.10	\$1.10	
				i				

Capacity   Age   Revenue   90,648   NUMBER OF EMPLOYEES: 90,648								EMPLOYEES	RES	
Capacity   Capacity   Age   Revenue   90,964   NUMBER OF EMPLOYEES: 90,984   Total   Fewrura   90,984   Total   Annual HOURS: 90,984   Part 1			Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
Face   Foundation   Foundatio	VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	90,648	NUMBER OF	EMPLOYEES:	
Fevenue	S-Wagon/Sedan					Total	90,928		Full Time	Part Time
Total	Modified Vans	ო	9	4	4.5	ANNUAL HOURS:		Operators	2	
Total   4,614   Mainten.   0.25   0	Small Buses					Revenue	4,283	Office	0.75	0.25
Admin. 0.25	Purpose-Built					Total	4,614	Mainten.		
NO. OF OPERATORS: Specialized Teamsters Local (Specialized Teamsters Teamsters Local (Specialized Teamsters Local (Specialized Teamsters Teamster	Other							Admin.	0.25	0.25
Total 3    -2   24   4-6   6-9   9-12   12+ (ie. flat rate, hourly, per km etc.)   MAXIMUM WAGE RATES:    -2   2   1   1   1   1   1   1   1   1	TOTAL VEHICLES	ო				IS NON-DEDICATED SERVICE		Volun.		
1-20%   PayMent Well-Capita    -2   2-4   4-6   6-9   9-12   12+ (ie. flat rate, hourly, per km etc.)   Maximum Wage Rates:     1								TOTAL	က	0.5
NO. OF OPERATORS:   Specialized   Teamsters Local    -2   2-4   4-6   6-9   9-12   12+   (e. tlat rate, hourly, per km etc.)   MAXIMUM WAGE RATES:    -2   2   1   1   1   1   PAYMENT VERIFICATION:   Specialized   Specialized   ATU Local 1624    -2   2   1   1   1   PAYMENT VERIFICATION:   Specialized   Spec	Ownership:	municipality								
1	Maintenance:	contracted o	in.			NO. OF OPERATORS:		UNIONS		
2   2-4   4-6   6-9   9-12   12 + (ie. flat rate, hourly, per km etc.)   MAXIMUM WAGE RATES:   1   1   1   1   1   1   1   1   1								Specialized	Teamsters	Local 938
2   24   4-6   6-9   9-12   12 + (ie. flat rate, hourly, per km etc.)   MAXIMUM WAGE RATES:   Specialized     1	FLEET DISTRIBUTION					PAYMENT METHOD:		Conventiona		1624
1		9-11		6-9		(ie. flat rate, hourly, per km etc.)				
1	Peak Day	2 2	1 2	2 1	-			MAXIMUM W.	AGE RATES:	
A T O R S  A T O R S  SERVICE:  12.0% Registrants/Capita \$2.56 Revenue Vehicle Hours/Capita \$1.28 Trips/Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - S20.36  \$37.31 LABOUR PRODUCTIVITY: \$1.77 Hours/Operator	Saturday	-	1	1	*-				Specialized	Conventional
A T O R S  SERVICE:  12.0% Registrants/Capita \$2.56 Revenue Vehicle Hours/Capita \$1.28 Trips/Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated - S20.36  \$20.36  \$20.36  \$20.36	Sunday	<del></del>	<del></del>	-	-	PAYMENT VERIFICATION:		Operators	\$12.21	
### SERVICE:  12.0% Registrants/Capita	Holidays	-	-	-				Maintenance		
\$2.56 Revenue Vehicle Hours/Capita \$2.56 Revenue Vehicle Hours/Capita \$1.28 Trips/Capita Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicat	PERFORMAN		ATORS							
\$2.56 Revenue Vehicle Hours/Capita \$2.56 Revenue Vehicle Hours/Capita 0.1311  Trips by Non-Dedicated Service 50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non-De	FINANCIAL:			SERVICE:				SERVICE UT	TILIZATION:	
\$2.56 Revenue Vehicle Hours/Capita 0.0716   \$1.28 Trips/Capita	R/C = Op.Revenue/Op.	Cost	120%	Registrants	Capita			Trips/Hour		1.83
\$1.28	Net Operating Cost/Cat	ita	\$2.56	Revenue Ve	ehicle Hours/Ca	pita	0.0716	Kilometres/H	lour	21.12
50% EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated - Non	Municipal Net Cost/Cap	ita	\$1.28	Trips/Capitz	er er		0.1311	Average Kilo	metres/Trip	11.52
50% EFFECTIVENESS:  50% EFFECTIVENESS:  Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated \$37.31 LABOUR PRODUCTIVITY: \$1.77 Hours/Operator	Share of Net Cost			Trips by No	n-Dedicated Se	rvice		Trips/Registr	ant	
50% EFFECTIVENESS:  Cost/Trip - Dedicated - Non-Dedicated - Non-Dedicated \$37.31 LABOUR PRODUCTIVITY: \$1.77 Hours/Operator	- Provincial		20%					Опассопто	dated Trip Requests	%06:0
\$20.36   \$20.36   \$20.36   \$20.36   \$20.36   \$20.36   \$20.36   \$1.77   Hours/Operator	- Municipal		20%	EFFECTIVE	ENESS:			Cancellations	co.	7.77%
\$37.31 LABOUR PRODUCTIVITY: \$1.77 Hours/Operator	(incl. donations)			Cost/Trip	- Dedicated	70	\$20.36	No-Shows		
\$37.31 LABOUR PRODUCTIVITY: \$1.77 Hours/Operator 2.147					- Non-Dedi	cated				
\$37.31 LABOUR PRODUCTIVITY: \$1.77 Hours/Operator	EFFICIENCY (Dedicate	d Service Only)						VEHICLE U	FILIZATION (Dedicate	ed Service Only):
\$1.77 Hours/Operator 2.147	Cost/Hour		\$37.31	LABOUR PI	RODUCTIVITY			Revenue Ho	urs/Vehicle	1,431
	Cost/Kilometre		\$1.77	Hours/Oper	ator		2,147	Kilometres/V	ehicle	30,216

																	Tickets/Cards Monthly Pass								Ë	IONAL TRANSIT:		
SERVICE STARTED IN:	POPULATION SERVED:	SERVICE AREA (ha):	ADVISORY COMMITTEE?	NUMBER OF MEMBERS:	SERVICE	TYPE: HOURS OF SERVICE:		Saturday	Sunday	Holidays	CALL-INS:	MEI HOUS:	Registration	Heservations			FARE STRUCTURE: Cash	Adult	Child	Student	Senior	Attendant	Companion	Other	OTHER METHODS OF PAYMENT:	COMPARISON WITH CONVENTIONAL TRANSIT:	Conventional Hours	Fare Structure
SERVICE OPERATED BY:	MUNICIPAL CONTACT:		OPERATIONS CONTACT:		FINANCIAL	OPERATING COSTS AND REVENUES: Oper Cost Revenue		Non-Dedicated	TOTAL:		NET OPERATING COST:	Provincial Share	Municipal Share	Donations		ANNUAL ONE-WAY TRIPS: Dedicated Non-Ded.	Eligible - Wheelchair - Amhulatov	Attendants Companions	Other (not elicible)	TOTAL		TRIP TYPES:	Subscription	Prebooked	Reservation	Demand-Response	CANCELL ED TRIPS:	NO-SHOWS:
	Wiarton	No Data Received			REGISTRANTS	LOCAL ELIGIBILITY CRITERION:	Unable to Board	Other		ELIGIBILITY COMMITTEE?	MEMBERS?			REGISTRATION REQUIRED?	REGISTRATION CARDS?	WAITING LIST?	WAITING ON LIST?	CHANGE COLORS	NUMBER OF REGISTRANTS.	Manager And Andrews	- Temporary	Attendants/Companions	Other (not eligible)	TOTAL:		HOW OFTEN IS REG. LIST SCREENED?	CHOAGO TI CHANCELLA CIACILLA CIACO	COMPANIONS ALLOWED IF SPACE:

VEHICLES			EMPLOYEES
Wheelchair	Ambulatory Average	ANNUAL KILOMETRES:	
VEHICLE TYPES: Number Capacity S-Wacon/Sedan	Capacity	Revenue Total	NUMBER OF EMPLOYEES: Full Time Part Time
Modified Vans		ANNUAL HOURS:	Operators
Small Buses		Revenue	Office
Purpose-Built		Total	Mainten.
Office		S NON-DEDICATED SERVICE	nilox
IOIALVEHICLES		AVAILABLE?	TOTAL
Ownership:			
Maintenance:		NO. OF OPERATORS:	UNIONS:
			Specialized
FLEET DISTRIBUTION:		PAYMENT METHOD:	Conventional
6-9 9-11 11-2 2-4	4-6 6-9 9-12 12+	(ie. flat rate, hourly, per km etc.)	
Saturday			Specialized Conventional
Sunday		PAYMENT VERIFICATION:	Operators
Holidays			Maintenance
PERFORMANCE INDICATORS			
FINANCIAL:	SERVICE:		SERVICE UTILIZATION:
R/C = Op.Revenue/Op.Cost	Registrants/Capita		Trips/Hour
Net Operating Cost/Capita	Revenue Vehicle Hours/Capita	apita	Kilometres/Hour
Municipal Net Cost/Capita	Trips/Capita		Average Kilometres/Trip
Share of Net Cost	Trips by Non-Dedicated Service	ervice	Trips/Registrant
- Provincial			Unaccommodated Trip Requests
- Municipal	EFFECTIVENESS:		Cancellations
(incl. donations)	Cost/Trip - Dedicated - Non-Dedicated	d	No-Shows
EFFICIENCY (Dedicated Service Only):			VEHICLE UTILIZATION (Dedicated Service Only):
Cost/Hour	LABOUR PRODUCTIVITY:		Revenue Hours/Vehide
Cost/Kilometre	Hours/Operator		Kilometres/Vehicle
Maintenance Cost/Kilometre			

			179				
		SERVICE OPERATED BY: no	non-profit organization	_	SERVICE STARTED IN:	January	1992
Wilmot		MUNICIPAL CONTACT: D	Dianne Pearson		POPULATION SERVED:		13,000
Specialized Transit		3)	(519) 662-1613		SERVICE AREA (ha):		2,528
		OPERATIONS CONTACT: SK	ѕате		ADVISORY COMMITTEE?		yes
					NUMBER OF MEMBERS:		7
REGISTRANTS		FINANCIAL			SERVICE		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:	VENUES:		TYPE:	door to dor	
Unable to Board			Oper. Cost	Revenue	Revenue HOURS OF SERVICE:		
Unable to Use	×	Dedicated	\$48,944		Weekdays	0800 to 1600	
Other		Non-Dedicated			Saturday		
		TOTAL:	\$48,944	\$7,343	Sunday		
ELIGIBILITY COMMITTEE?	yes				Holidays		
MEMBERS?	8	NET OPERATING COST:		\$41,601	CALL-INS:	min 24 hours, no max	nax
		Provincial Share		\$27,485	METHODS:		
		Municipal Share		\$12,598	Registration	manually	
REGISTRATION REQUIRED?	yes	Donations		\$1,518	Reservations	manually	
REGISTRATION CARDS?	2				Scheduling	manually	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?		Eligible - Wheelchair	414		FARE STRUCTURE:		
		- Ambulatory	3,955		Cash	th Tickets/Cards	Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions			Adult \$1.25	55	
Eligible - Wheelchair		Other (not eligible)			Child \$1.25	52	
- Ambulatory		TOTAL:	4,369		Student \$1.25	52	
- Temporary					Senior \$1.25	52	
Attendants/Companions		TRIP TYPES:			Attendant		
Other (not eligible)		Subscription		21%	Companion \$4.75	75	
TOTAL:		Prebooked		29%	Other \$1.25	55	
		Reservation		48%	OTHER METHODS OF PAYMENT:	ENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		5%	Township pass and invoicing	50	
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	EQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	NTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		72	Conventional Hours	No Conv. Service	
VISITORS ELIGIBLE?	yes	NO-SHOWS:		66	Fare Structure		

VEHICLES						EMPLOYEES	
	Whoolchair	Ambushama	Assessed	OLUMBAN IN THE PROPERTY OF THE			
	The Carrier	Aniibalaion	Average	ANNUAL KILOMETRES.			
VEHICLE TYPES: Number	Capacity	Capacity	Age	Revenue		NUMBER OF EMPLOYEES:	
S-Wagon/Sedan				Total		Full Time	Part Time
Modified Vans				ANNUAL HOURS:		Operators	
Small Buses 1	2	10	1,5	Revenue		Office	
Purpose-Built				Total		Mainten.	
Other						Admin.	
TOTAL VEHICLES 1				IS NON-DEDICATED SERVICE		Volun.	
				AVAILABLE?		TOTAL	
Ownership: municipality							
Maintenance: municipality				NO. OF OPERATORS:	_	UNIONS:	
						Specialized	
FLEET DISTRIBUTION:				PAYMENT METHOD:		Conventional	
6-9 9-11	11-2 2-4	6-9 9-	9-12 12+	(ie. flat rate, hourly, per km etc.)			
Peak Day 1 1						MAXIMUM WAGE RATES:	
Saturday						Specialized	Conventional
Sunday				PAYMENT VERIFICATION:		Operators	
Holidays						Maintenance	
PERFORMANCE INDIC	CATORS						
FINANCIAL:		SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	15.0%	Registrants/Capita	apita			Trips/Hour	
Net Operating Cost/Capita	\$3.20	Revenue Veh	Revenue Vehicle Hours/Capita	pita		Kiometres/Hour	
Municipal Net Cost/Capita	\$0.97	Trips/Capita			0.3361	Average Kilometres/Trip	
Share of Net Cost		Trips by Non-	Trips by Non-Dedicated Service	vice		Trips/Registrant	
- Provincial	%99					Unaccommodated Trip Requests	
- Municipal	34%	EFFECTIVENESS:	VESS:			Cancellations	1.65%
(incl. donations)		Cost/Trip	- Dedicated		\$11.20	No-Shows	2.27%
	į		- Non-Dedicated				
ETTRIENCY (Dedicated Service Unity):	.: .:					VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour		LABOUR PR	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	
Cost/Kilometre		Hours/Operator	ior			Kilometres/Vehicle	
Maintenance Cost/Kilometre							

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		SERVICE OPERATED BY:	non-profit organization	LC.	SERVICE STARTED IN:	: September	1978	
Windsor		MUNICIPAL CONTACT:			POPULATION SERVED:			194,000
Handi-Transit					SERVICE AREA (ha):		n/a	
		OPERATIONS CONTACT:	C. Douglas Ellis		ADVISORY COMMITTEE?	E3	yes	
			(519) 966-0830		NUMBER OF MEMBERS:	i,		1
REGISTRANTS		FINANCIAL			SERVICE			
I OCAL ELIGIBII ITY CRITERION:		OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	curb to curb	•	
Linable to Board			Oper. Cost	Revenue	HOURS OF SERVICE:			
I mable to Use	×	Dedicated	\$885,924		Weekdays	0630 to 2430	æ	
Other		Non-Dedicated	\$7,916		Saturday	0800 to 2430	æ	
		TOTAL:	\$893,840	\$252,790	Sunday	0800 to 2200	8	
ELIGIBILITY COMMITTEE?	2				Holidays	0800 to 2200	2	
MFMBERS?		NET OPERATING COST:		\$641,050	CALL-INS:	min 2 hour	min 2 hours, max 21 days	y,
elicibility determined by staff		Provincial Share		\$350,176	METHODS:			
( and a second		Municipal Share		\$215,463	Registration	computer assisted	ssisted	
REGISTRATION REQUIRED?	Ves	Donations			Reservations	computer assisted	ssisted	
REGISTRATION CARDS?	2				Scheduling	computer assisted	ssisted	
WAITING LIST?	2	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	ssisted	
WAITING ON LIST?		Eligible - Wheelchair			FARE STRUCTURE:			
		- Ambulatory	16,674	1,420		Cash Ticket		Monthly Pass
NUMBER OF REGISTRANTS:		Attendants/Companions	5,820		Adult	\$2.20	\$2.20	
	700 48%	Other (not eligible)			Child	\$2.20	\$2.20	
	756 52%	TOTAL:	46,912	1,420	Student	\$2.20	\$2.20	
- Temporary					Senior	\$2.20	\$2.20	
Attendants/Companions		TRIP TYPES:			Attendant	\$2.20	\$2.20	
Other (not eligible)		Subscription		35%	Companion	\$2.20	\$2.20	
1.456	99	Prebooked		26%	Other	\$2.20	\$2.20	
		Reservation		33%	OTHER METHODS OF PAYMENT:	AYMENT:		
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		%6			!	
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	REQUESTS:	334	334 COMPARISON WITH CONVENTIONAL TRANSIT:	NVENTIONAL TR	ANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		10,732	Conventional Hours	same		
VISITORS FI IGIBLE?	88	NO-SHOWS:		777	Fare Structure	different, \$1.30	1.30	

						_		
VEHICLES							EMPLOYEES	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:	-		
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	415,912	415,912 NUMBER OF EMPLOYEES:	į
S-Wagon/Sedan					Total	415,912		Part lime
Modified Vans					ANNUAL HOURS:		ors	<del>.</del>
Small Buses	13	ഗ	9	2	Revenue	17,333	Office 3	Ω
Purpose-Built					Total	17,333	نہ	
Other							Admin. 2	
TOTAL VEHICLES	50				IS NON-DEDICATED SERVICE AVAILABLE? yes		Volun. TOTAL 10	17
Ownership:	non-profit organiz	nganiz						
Maintenance:	contracted out	ont			NO. OF OPERATORS:	-		
							Specialized Teamsters	Teamsters Local 880
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional ATU Local 616	919
9	6-9	11-2 2-4	6-9	9-12	(ie. flat rate, hourly, per km etc.)			
Peak Day 1	10 8		10 2	2	meter rate		MAXIMUM WAGE RATES:	
	2 2	2 2	2 2	2			Specialized	Conve
	2 2			2	PAYMENT VERIFICATION:		Operators \$12.60	\$16.37
Holidays	2	3	3 2	4-	comparative mileage		Maintenance	\$17.63
PERFORMANCE INDICATORS	E INDIC	CATORS						
FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
R/C = Op.Revenue/Op.Cost	Sost	28.3%	Registrants/Capita	Sapita Sapita		0.0075	Trips/Hour	2.71
Net Operating Cost/Capita	ita	\$3.30	Revenue Vel	Revenue Vehicle Hours/Capita	apita	0.0893	Kilometres/Hour	24.00
Municipal Net Cost/Capita	ŭ	\$1.11	Trips/Capita			0.2491	Average Kilometres/Trip	8.87
Share of Net Cost			Trips by Non	Trips by Non-Dedicated Service	ervice	3%	Trips/Registrant	
- Provincial		25%					Unaccommodated Trip Requests	
- Municipal		45%	EFFECTIVENESS:	NESS:			Cancellations	22.20%
(incl. donations)			Cost/Trip	- Dedicated	2	\$18.88	No-Shows	1.61%
				- Non-Dedicated	licated	\$5.57		
EFFICIENCY (Dedicated Service Only):	d Service Only	x);					VEHICLE UTILIZATION (Dedicated Service Only):	ed Service Only):
Cost/Hour		\$51.11	LABOUR PR	LABOUR PRODUCTIVITY:	e		Revenue Hours/Vehicle	1,333
Cost/Kilometre		\$213	Hours/Operator	ttor		1,387	Kilometres/Vehicle	31,983
Maintenance Cost/Kilometre	otho	&n 16						

		SERVICE OPERATED BY:	non-profit organization		SERVICE STARTED IN:	June	1991	
Mincholl Mincholl		MUNICIPAL CONTACT:	Gloria Workman		POPULATION SERVED:			21,286
Whole Away			(519) 357-1440		SERVICE AREA (ha):			173,101
Wilcels Ama		OPERATIONS CONTACT:	John Mann		ADVISORY COMMITTEE?	6:5	yes	
			(519) 357-4074		NUMBER OF MEMBERS:	ici		12
BEGISTRANTS		FINANCIAL		S	SERVICE			
OCAL ELICIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		-	TYPE:	accessible door	door	
Unable to Board		Dedicated	Cost 762	H H	Revenue HOURS OF SERVICE: Weekdays	800 to 2300	0.6	
		Non-Dedicated	\$110		Saturday	800 to 2300	2 6	
		TOTAL:	\$47,872	\$6,874	Sunday	800 to 2300	0 0	
ELIGIBILITY COMMITTEE? yes	SU CO	NET OPERATING COST:		\$40,998	CALL-INS:	min 24 hou	min 24 hours, no max	
MEMBERS	•	Provincial Share		\$21,030 METHODS:	(ETHODS:			
		Municipal Share		\$14,867	Registration	manually		
SAV CORDINATION MAINTENANCE CORDINATION OF CORDINAT	8	Donations		\$9,170	Reservations	computer assisted	assisted	
	} .				Scheduling	computer assisted	assisted	
REGISTIFATION CARDS:		ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	computer assisted	assisted	
2.0		Fligible - Wheelchair			FARE STRUCTURE:			
WAITING ON LIST?		- Ambulatory	930	22			Tickets/Cards N	Monthly Pass
		Signature Of the Charles			Adult	\$2.50		
NUMBER OF REGISTRANTS:	400V	Other (not eligible)			Child	\$2.50		
	10/0	TOTAL	1.883	22	Student	\$2.50		
	2 /0				Senior	\$2.50		
	9	TOID TYPES.			Attendant	\$2.50		
Attendants/Companions		Cuberintion		25%	Companion	\$2.50		
not eligible)		Drobooked		%59	Other	\$2.50		
TOTAL:		Reservation		1%	OTHER METHODS OF PAYMENT:	NAMENT:		
COMPANIE DEC LIST SCREENED?		Demand-Response		5%	Fares are billed monthly	,	-	
HOW OF IEN IS NEG. LIST SOUTHERNES.		UNACCOMMODATED TRIP REQUESTS:	P REQUESTS:	4	COMPARISON WITH CONVENTIONAL I HANSII:	NVENTIONAL IN	ANSIII	
OWIED IF SPACE?	88	CANCELLED TRIPS:		242	Conventional Hours	No Conv. Service	Service	
		NO SHOWS.		00	Fare Structure	No Conv. Service	Vervice	

Name	VEHICLES							EMPLOYEES	
Number   Capacity   Capacity   Capacity   Total   Sp.255   NuMBER OF EMPLOYEES:   Part Time   Sp.255   Number   Sp.255   Sp.255   Number   Sp.255   Sp.255			Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:			
1		lumber	Capacity	Capacity	Age	Revenue	35,255		
1	E					Total	35,255	Full Time	art Time
Total   Tota	Modified Vans	*	ო	ហ	ო	ANNUAL HOURS:		Operators	ന
100   100	Small Buses					Revenue	1,079	Office	
Admin.   1	Purpose-Built					Total	1,079	Mainten.	
NO OF OPENATORS:   NO NO PENATORS:   NO NO NO NO NO NO PENATORS:   NO	Other							Admin.	-
NO. OF OPENATORS: 1   NO. OF OPENATORS: 1   NO. OF OPENATORS: 1   ONIONS: Specialized   Conventional	TOTAL VEHICLES	4-				IS NON-DEDICATED SERVICE		Volun.	
NO. OF OPERATORS:   1   11-2   2-4   4-6   6-9   9-12   12+   (e. flat rate, hourly, per km etc.)   AXIMALM WAGE RATES: Specialized   Conventional   Specialized   Conventional   Conven								TOTAL	4
NO. OF OPERATORS:   NINONS:		on-profit orga	aniz						
11-2   14-6   6-9   9-12   12+   (e. flat rate, hourly, per km etc.)   MAXIMUM WAGE RATES:   Conventional   Aximum WAGE RATES:   Specialized   Conventional   Specialized   Conventional		on-profit org	aniz			NO. OF OPERATORS:	-	UNIONS:	
11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, hourly, per km etc.)   MAXIMUM WAGE RATES:   SERVICE   1								Specialized	
11-2   11-2   2-4   4-6   6-9   9-12   12 + (ie. flat rate, hourly, per km etq.)   MAXIMUM WAGE RATES:   Convention     1	FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	
1	6-9			6-9		(ie. flat rate, hourly, per km etc.)			
1				-		flat rate per trip		MAXIMUM WAGE RATES:	<i>&gt;</i>
1	Saturday 1	-	-	¥				Specialized	Conventional
1	Sunday	-	-			PAYMENT VERIFICATION:			
14.4%   SERVICE:	Holidays	-	1 1	1 1				Maintenance	
SERVICE:   SERVICE:   SERVICE:   SERVICE   O.0134   Trips.   Tri	PERFORMANCE		ATORS						
a/Op. Cost         14.4%         Registrants/Capita         0.0134         Trips/Hour           \$0.70         Trips by Non-Dedicated Service         0.0607         Kilometres/Hour           \$1.93         Revenue Vehicle Hours/Capita         0.0607         Kilometres/Hour           \$0.70         Trips by Non-Dedicated Service         1%         Trips/Registrant           \$1.94         EFFECTIVENESS:         Cacvifrip         - Dedicated           \$2.50         Cacvifrip         - Dedicated         \$25.36           Indicated Service Only):         \$25.36         No-Shows           \$44.27         LABOUR PRODUCT/VITY:         Revenue Hours/Vehicle         Revenue Hours/Vehicle           \$1.35         Hours/Operator         719         Kilometres/Vehicle         3           \$0.05         \$0.05         Riometres/Vehicle         3	FINANCIAL:			SERVICE:				SERVICE UTILIZATION:	
\$1.33         Revenue Vehicle Hours/Capita         0.0607         Kilometres/Hour           \$0.70         Trips Capita         1%         Trips Mon-Dedicated Service           \$1.%         Trips by Non-Dedicated Service         1%         Trips Requests         1           \$1.%         EFFECTIVENESS:         Carcellations         1           \$25.0         Cost/Trip         - Dedicated         \$25.36         No-Shows         1           Inabour PRODUCTIVITY:         S5.00         VEHICLE UTILIZATION (Dedicated Service Only)         VEHICLE UTILIZATION (Dedicated Service Only)         Revenue Hours/Vehicle         3           \$1.35         Hours/Operator         719         Kilometres/Vehicle         3           \$0.05         \$0.05         Prince Level Lev	R/C = Op. Revenue/Op. Cos	4-2	14.4%	Registrants/	Capita		0.0134	Trips/Hour	1.75
\$0.70         Trips Capita         0.0895         Average Kilometres/Inp           51%         Trips by Non-Dedicated Service         1%         Inps Requests         1           51%         EFFECTIVENESS:         Carcellations         1           ns)         Cost/Trip         - Dedicated         \$25.36         No-Shows         1           ncost/Trip         - Dedicated         \$5.00         VEHICLE UTILIZATION (Dedicated Service Only)         VEHICLE UTILIZATION (Dedicated Service Only)           \$44.27         LABOUR PRODUCTIVITY:         Revenue Hours/Vehicle         Revenue Hours/Vehicle         3           \$1.35         Hours/Operator         719         Kilometres/Vehicle         3           \$0.05         \$0.05         719         Kilometres/Vehicle         3	Net Operating Cost/Capita		\$1.93	Revenue Ve	hicle Hours/Ca	pita	0.0507	Kilometres/Hour	32.67
Trips by Non-Dedicated Service   1% Trips/Registrant	Municipal Net Cost/Capita		\$0.70	Trips/Capita			0.0895	Average Kilometres/Trip	18.72
State   Service Only   State   Service Only	Share of Net Cost			Trips by Nor	-Dedicated Se	rvice	1%	Trips/Registrant	99.9
cipal         49%         EFFECTIVENESS:         Cast/Tip         - Dedicated         \$25.36         No-Shows         11           CY (Dedicated Service Only):         * A4.27         LABOUR PRODUCTIVITY:         Revenue Hours/Vehicle         Revenue Hours/Vehicle         3           Fetter         \$1.35         Hours/Operator         719         Kilometres/Vehicle         3	- Provincial		51%					Unaccommodated Trip Requests	0.21%
donations)         Cost/Trip         - Dedicated         \$25.36         No-Shows         C           CY (Dedicated Service Only):         \$44.27         LABOUR PRODUCTIVITY:         Revenue Hours/Vehicle         Revenue Hours/Vehicle         3           refre         \$1.35         Hours/Operator         719         Kilometres/Vehicle         3	- Municipal		49%	EFFECTIVE	NESS:			Cancellations	12.70%
CY (Dedicated Service Only):  \$44.27	(incl. donations)			Cost/Trip	- Dedicate	77	\$25.36	No-Shows	0.42%
CY (Dedicated Service Only): \$44.27 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle Service Only Revenue Hours/Vehicle 31.35 Hours/Operator \$0.05					- Non-Ded	icated	\$5.00		
\$44.27         LABOUR PRODUCTIVITY:         Revenue Hours/Vehicle         3           refre         \$1.35         Hours/Operator         719         Kilometres/Vehicle         3           ce Cost/Kilometre         \$0.05         \$0.05         \$0.05         \$0.05         \$0.05	EFFICIENCY (Dedicated S	ervice Only):						VEHICLE UTILIZATION (Dedicated	Service Only):
\$1.35 Hours/Operator 719 Kilometres/Vehicle \$0.05	Cost/Hour		\$44.27	LABOUR PF	RODUCTIVITY			Revenue Hours/Vehicle	1,079
	Cost/Kilometre		\$1.35	Hours/Opera	ator		719	Kilometres/Vehicle	35,255
	Maintenance Cost/Kilometra	g)	\$0.05						

				SEDVICE STARTED IN:	1979	
	SERVICE OPERATED BY:	municipality				00000
Acceptant Acceptant	MINICIPAL CONTACT:	Doug McLean		POPULATION SERVED:		RZ0'62
Woodslock		(519) 539-1291		SERVICE AREA (ha):		2,337
Farationsi	OPERATIONS CONTACT:	Robin Heggie		ADVISORY COMMITTEE?	; yes	-
		(519) 539-1291		NUMBER OF MEMBERS:		C)
BESTRANTS	FINANCIAL		S	SERVICE		
	ODEDATING COSTS AND BEVENIES:	REVENIES:	-	TYPE:	curb to curb / accessible door	door
LOCAL ELIGIBILITY CRITERION:	OPERALING COST OF THE COST OF	Cost	evenue	Revenue HOURS OF SERVICE:		
Unable to Use X	Dedicated	\$118,762		Weekdays	0820 to 1620	
Other	Non-Dedicated	\$2,550	\$9.798	Sunday		
	10			Holidays		
ELIGIBILITY COMMITTEE? yes	NET OPERATING COST:	€	\$111,522 C	CALL-INS:	min 24 hours, no max	
MEMBERS?	Provincial Share		\$63,069	METHODS:		
medical/health professional	Municipal Share		\$48,453	Registration	manually	
	Donations			Reservations	mandaily	
				Scheduling	manually	
REGISTRATION CARDS? no	ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	Dispatching	manually	
WAITING ON LIST?	Eligible - Wheelchair	5,554			Cash Tickets/Cards N	Monthly Pass
	- Ambulatory	2,361		Adult	11/\$12.50	
ANTS:	Attendants/Companions	208	1,211		\$1.25	
3 F	56% TOTAL:	7,935			\$1.25	
					\$1.25	
	TRIP TYPES:			Allendani	27.1	
Ariendants/Companions	Subscription		36%	Companion	\$1.25	
Other (not engine)	Prebooked		13%	Other	!	
TOTAL	Beceptation		46%	OTHER METHODS OF PAYMENT:	YMENT:	
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		2%	After hrs in city: \$6.00/hr + \$0.24/km, Out of city COMPADISCON WITH CONVENTIONAL TRANSIT:	After hrs in city: \$6.00/hr + \$0.24/km, Out of city: \$23.88/hr MADADISON WITH CONVENTIONAL TRANSIT:	JUN S
annually	UNACCOMMODATED TRIP REQUESTS.	IP HEQUES 15.		Conventional Hours	longer	
VED IF SPACE?			26	Fare Structure	same	
VISITORS ELIGIBLE?	NO-SHOWS:					1

VEHICLES							CHICAC LONG		
								0	
		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	29,988	NUMBER OF EMPLOYEES:		
S-Wagon/Sedan					Total	33,588	Full Time	me Part Time	lime
Modified Vans					ANNUAL HOURS:		Operators		ო
Small Buses	-	2	9	ഗ	Revenue	2,628	Office		2
Purpose-Built	-	7	4	ო	Total	2,739	Mainten.		0.1
Other							Admin.		2
TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE		Volun.		
					AVAILABLE? yes		TOTAL		7.1
Ownership:	municipality								
Maintenance:	municipality				NO. OF OPERATORS:	-	UNIONS:		
							Specialized	CUPE Local 1146	
FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional	CUPE Local 1146	
6-9	9-11	11-2 2-4	6-9	9-12 12+	(ie. flat rate, hourly, per km etc.)				
Peak Day	0				flat rate per trip		MAXIMUM WAGE RATES:	ATES:	
Saturday	-	-						Specialized	Conventional
Sunday					PAYMENT VERIFICATION:		Operators	\$16.06	\$16.06
Holidays							Maintenance		\$18.32
PERFORMANCE INDI		CATORS							
FINANCIAL			SERVICE:				SERVICE UTILIZATION:	TION:	
R/C = Op.Revenue/Op.Cost	st	8.1%	Registrants/Capita	Capita		0.0105	Trips/Hour		3.02
Net Operating Cost/Capita	est	\$3.84	Revenue Ve	Revenue Vehicle Hours/Capita	upita	0.0905	Kilometres/Hour		11.41
Municipal Net Cost/Capita		\$1.67	Trips/Capita			0.2733	Average Kilometres/Trip	/Trip	3.78
Share of Net Cost			Trips by No.	Trips by Non-Dedicated Service	rvice		Trips/Registrant		26.10
- Provincial		57%					Unaccommodated Trip Requests	Frip Requests	0.05%
- Municipal		43%	EFFECTIVENESS:	NESS:			Cancellations		12.90%
(incl. donations)			Cost/Trip	- Dedicated	q	\$14.97	No-Shows		0.33%
FEEICIENCY (Dedicated Service Only):	Service Only)						VEHICLE LITTI IZAT	VEHICLE LITH IZATION (Dedicated Service Only):	ice Only):
Cost/Hour		\$45.19	LABOUR PI	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle	nide	1,314
Cost/Kilometre		\$3.96	Hours/Operator	ator		1,752	Kilometres/Vehicle		14,994
Maintenance Cost/Kilometre	tre	\$0.58							

	SEBVICE OPERATED BY:	non-profit organization	c	SERVICE STARTED IN:	July 1992	2
						27 000
Woolwich	MUNICIPAL CONTACT:	John Jeffery		POPULATION SERVED.		20,13
Kiwanis Transit		(519) 669-1647		SERVICE AREA (ha):		29,000
	OPERATIONS CONTACT:	Cheryl Fisher		ADVISORY COMMITTEE?	? yes	
		(519) 669-4533		NUMBER OF MEMBERS:		10
REGISTRANTS	FINANCIAL			SERVICE		
NOIGHT TO CONTENTION.	OPERATING COSTS AND REVENUES:	REVENUES:		TYPE:	door to door	
LOCAL ELIGIBILITY CALLENGY.		Oper. Cost	Revenue	HOURS OF SERVICE:		
Unable to board	Dedicated	\$87,166		Weekdays	0645 to 1830	
2000	Non-Dedicated	\$4,934		Saturday	0900 to 1600	
	TOTAL:	\$92,100	\$27,145	Sunday	0900 to 1600	
CONTINUE CONTINUE CO				Holidays	0900 to 1600	
	NET OPERATING COST:		\$64,955	CALL-INS:	min 6 hours, no max	
MEMBERS:	Provincial Share		\$48,785	METHODS:		
engining determined by definite com-	Municipal Share		\$13,550	Registration	computer assisted	
DEGICTBATION REOLIBED?			\$37,800	Reservations	manually	
	]			Scheduling	manually	
	ANNUAL ONE-WAY TRIPS:	S: Dedicated	Non-Ded.	Dispatching	manually	
212	Eligible - Wheelchair		148	FARE STRUCTURE:		
WALLING ON LIGHT	- Ambulatory	4,143	311	O,	Cash Tickets/Cards	Monthly Pass
NIMBER OF REGISTRANTS:	Attendants/Companions	55	10	Adult	\$2.00	
35	17% Other (not eligible)			Child	\$2.00	
165		96'9	459	Student	\$2.00	-
6				Senior	\$2.00	
Attondante/Companions	TRIP TYPES:			Attendant	\$2.00	
Attendants Companies	Subscription		50%	Companion	\$2.00	
TOTAL:	Prebooked		20%	Other	\$2.00	
	Reservation		1%	OTHER METHODS OF PAYMENT:	MENT:	
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response		3%		-	
annually	UNACCOMMODATED TRIP REQUESTS:	IIP REQUESTS:	19	8	VENTIONAL THANSIT.	
COMPANIONS ALLOWED IF SPACE? yes	CANCELLED TRIPS:		74		No Corry. Service	
	NO-SHOWS:		15	Fare Structure	No Conv. Service	
		*	-	* * *	1	The state of

VEHICLE S         Minibility         Annualizary         Annual KILOMETRES:         63,849         ILANARER OF EMPLOYEE S:         Performed Signal Bross         <										
Number   Capacity   Average   Annual Kilometres   60,849   Annual Kilometres   60,849   Annual Hours   60,949   Annual Hours	VEHICLES							MPLOYE	N II	
Number   Capacity   Age   Revenue   60,849   NuMBER OF EMPLOPEES:   10   10   10   10   10   10   10   1			Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:				
Total   SNAM   ANNUAL HOURS:   SNAM   Flavor   SNAM   SNAM   Flavor   SNAM   S	VEHICLE TYPES:	Number	Capacity	Capacity	Age	Revenue	60,849	JUMBER OF EMP		F
ANNUAL HOURS: 3,960   Office	S-Wagon/Sedan					Total	60,849			an lime
10   3   Revenue   3,960   Office	Modified Vans					ANNUAL HOURS:		Operators	-	N
15 NON-DEDICATED SERVICE   3,960   Admin.   1   1   1   1   1   1   1   1   1	Small Buses	2	0	10	ო	Revenue	3,960	Office		
Admin.   1   1   1   1   1   1   1   1   1	Purpose-Built					Total	3,960	Mainten.		
organiz	Other							Admin.	~	4
organiz organiz         NO. OF OPERATORS:         yes         TOTAL         2         4           organiz organiz         NO. OF OPERATORS:         2         UNIONS:         Specialized Conventional           11-2         2-4         4-6         6-9         9-12         12+         (ie. flat rate, hourly, per km etc.)         AXIMAM WAGE RATES:         Specialized Conventional         Conventiona	TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE		Volun.		
organiz         NO. OF OPERATORS:         2         UNIONS:           organiz         Specialized         Specialized           11-2         2-4         4-6         6-9         9-12         12+         (e. flat rate, houry, per km etc.)         AAXIMUM WAGE RATES:           1         1         1         AXIMUM WAGE RATES:         Specialized         Convertional           1         1         1         AXIMUM WAGE RATES:         Specialized         Convertional           1         1         1         AXIMUM WAGE RATES:         Specialized         Convertional           1         1         1         AXIMUM WAGE RATES:         Strong         Strong           1         1         1         AXIMUM WAGE RATES:         Strong         Strong           1         1         1         AXIMUM WAGE RATES:         Strong         Strong           2         2         2         4         Strong         Strong           1         1         1         AXIMUM WAGE RATES:         Strong         Strong           2         2         2         AXIMUM WAGE RATES:         Strong         Strong           1         1         1         AXIMUM WAGE RATES:         Strong								TOTAL	2	4
11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, hourly, per km etc.)   AXMENT WETHOD:   Conventional	Ownership:	non-profit c	organiz							
11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, hourly, per km etc.)   AXIMUM WAGE RATES:   Specialized   Conventional   1	Maintenance:	non-profit c	organiz			NO. OF OPERATORS:	2	JNIONS:		
11-2   2-4   4-6   6-9   9-12   12+   (ie. flat rate, hourty, per km etc.)   MAXIMUM WAGE RATES:   Specialized   Convertional								Specialized		
11-2   24   4-6   6-9   9-12   12+   (ie. flat rate, hourly, per km etc.)	FLEET DISTRIBUTION:					PAYMENT METHOD:		Conventional		
1	9-9			6-9		(ie. flat rate, hourly, per km etc.)				
1   1   1   1   1   1   1   1   1   1		~				flat rate per trip		MAXIMUM WAGE	RATES:	
1	Saturday	-	1						Specialized	Conventional
C A T O R S   SERVICE:    29.5%   Registrants/Capita   0.0075   Trips/Hour   0.1467   Kilometres/Hour   0.1467   Kilometres/Hours/Holde   0.1467   Kilometres/Holde   0.1467   0.1467   Kilometres/Holde   0.1467	Sunday	-	+-			PAYMENT VERIFICATION:		Operators	\$10.00	
C A T O R S   SERVICE:  29.5% Registrants/Capita	Holidays	-	+-					Maintenance		
29.5%         Registrants/Capita         0.0075         Trips/Hour           \$0.50         Trips/Capita         0.1467         Kilometres/Hour           \$0.50         Trips/Capita         0.1467         Kilometres/Hour           \$0.50         Trips/Capita         0.2750         Average Kilometres/Hour           Trips by Non-Dedicated Service         6%         Trips/Registrant           Trips by Non-Dedicated Service         6%         Trips/Registrant           Unaccommodated Trip Requests         Cancellations           Cost/Trip         - Dedicated         \$10.75           - Non-Dedicated         \$10.75           LABOUR PRODUCTIVITY:         Revenue Hours/Vehicle           \$1.43         Hours/Operator         1,980           Kilometres/Vehicle         7           \$1.43         Hours/Operator         1,980	PERFORMANC		CATORS							
29.5%         Registrants/Capita         0.0075         Trips/Hour           \$0.50         Trips/Capita         0.1467         Kilometres/Hour           Trips by Non-Dedicated Service         6%         Trips/Registrant           75%         EFFECTIVENESS:         Cost/Trip         Dedicated Service           25%         EFFECTIVENESS:         Cancellations         Cancellations           25%         EFFECTIVENESS:         \$11.251         No-Shows           - Non-Dedicated         \$10.75         VEHICLE UTILIZATION (Dedicated Service Only Revenue Hours/Vehicle           \$1.2.01         LABOUR PRODUCTIVITY:         Revenue Hours/Vehicle         Revenue Hours/Vehicle           \$1.4.3         Hours/Operator         1,980         Kilometres/Vehicle         3	FINANCIAL:			SERVICE:				SERVICE UTILL	ZATION:	
\$2.41 Revenue Vehicle Hours/Capita \$0.50 Trips.Capita 10.1467 Kilometres/Hour 0.1467 Kilometres/Hour 0.2750 Average Kilometres/Trip 75% Trips by Non-Dedicated Service	R/C = Op. Revenue/Op. Cc	St	29.5%	Registrants	Capita		0.0075	Trips/Hour		1.76
\$0.50	Net Operating Cost/Capitz	n	\$2.41	Revenue V	shicle Hours/Ca	upita	0.1467	Kilometres/Hour		15.37
Trips by Non-Dedicated Service 6% Trips.Registrant Unaccommodated Trip Requests Cancellations Cancellations Cancellations \$1251 No-Shows - Non-Dedicated \$10.75 VEHICLE UTILIZATION (Dedicated Service Only): \$22.01 LABOUR PRODUCTIVITY: 1,980 Kilometres/Vehicle 3	Municipal Net Cost/Capita		\$0.50	Trips/Capit			0.2750	Average Kilomet	res/Trip	8.74
75% EFFECTIVENESS: 25% EFFECTIVENESS: Cancellations Cancellations Cast/Trip - Dedicated dicated Service Only): \$12.51 No-Shows \$10.75 VEHICLE UTILIZATION (Dedicated Service Only Revenue Hours/Vehicle \$1.43 Hours/Operator 1,980 Kilometres/Vehicle \$1.43	Share of Net Cost			Trips by No	n-Dedicated Se	arvice	%9	Trips/Registrant		36.75
25% EFFECTIVENESS: Carcellations (Carcellations + 12.51 No-Shows + 10.75 + 10.	- Provincial		75%					Unaccommodate	ed Trip Requests	0.26%
\$12.51 No-Shows - Dedicated \$10.75 - Non-Dedicated \$10.75 - Non-Dedicated \$10.75 - LABOUR PRODUCTIVITY: Revenue Hours/Vehicle \$1.43 Hours/Operator \$1.43	- Municipal		25%	EFFECTIVI	ENESS:			Cancellations		1.00%
\$10.75  VEHICLE UTILIZATION (Dedicated Service Only Revenue Hours/Vehicle \$1.43  Hours/Operator \$1.43	(incl. donations)			Cost/Trip	- Dedicate	T	\$12.51	No-Shows		0.20%
\$22.01 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle Service Oni Revenue Hours/Vehicle \$1.43 Hours/Operator \$3.43 Hours/Operator \$1.43 Hours/Operator \$3.43 Hou					- Non-Ded	icated	\$10.75			
\$22.01 LABOUR PRODUCTIVITY: Revenue Hours/Vehicle \$1.43 Hours/Operator \$1.43 Hours/Operator	EFFICIENCY (Dedicated	Service On	ly):					VEHICLE UTILIZ	ZATION (Dedicated	Service Only):
\$1.43 Hours/Operator 1,980 Kilometres/Vehicle	Cost/Hour			LABOUR P	RODUCTIVITY			Revenue Hours/	Vehicle	1,980
Maintenance Cost/Kilometre	Cost/Kilometre		\$1.43	Hours/Oper	ator		1,980	Kilometres/Vehic	98	30,425
	Maintenance Cost/Kilome	ire								

## PERFORMANCE INDICATORS

## FINANCIAL:

Total Revenue x 100 Total Cost	Net Operating Cost Population Served		Provincial Share Net Operating Cost	Net Operating Cost - Provincial Share
II	11		11	11
Revenue/Cost	Net Operating Cost/Capita	Share of Net Cost:	- Provincial	- Municipal

## **EFFICIENCY** (DEDICATED SERVICE ONLY):

Dedicated Operating Cost Revenue Vehicle Hours	Dedicated Operating Cost. Revenue Vehicle Kilometres	Maintenance Cost Revenue Vehicle Kilometres
II	11	11
Cost/Hour	Cost/Kilometre	Maintenance Cost/Kilometre

#### SERVICE:

pita	
ts/Ca	
istran	
Reg	

П

Revenue Vehicle Hours/Capita

11

Trips/Capita

H

Trips By Non-Dedicated Service

11

Total Registrants - Other Population Served Revenue Vehicle Hours Population Served Total Trips - Total Attendant Trips - Total Other Trips Population Served Total Non-Ded. Trips - Non-Ded. Attendant Trips - Non-Ded. Other Trips Fotal Trips - Attendant Trips - Other Trips

### EFFECTIVENESS:

Cost/Trip

- Dedicated

II

- Non-Dedicated

11

Total Dedicated Cost

Total Dedicated Trips - Dedicated Attendant Trips - Dedicated Other Trips

Total Non-Ded. Trips - Non-Ded. Attendant Trips - Non-Ded. Other Trips

Total Non-Dedicated Cost

## LABOUR PRODUCTIVITY:

Hours/Operator

# of Full Time Operators + (# Part Time Operators)/2

### SERVICE UTILIZATION:

	Total Dedicated Trips - Dedicated Attendant Trips - Dedicated Other Trips Revenue Vehicle Hours	Revenue Vehicle Kilometres Revenue Vehicle Hours	Revenue Vehicle Kilometres Total Dedicated Trips - Dedicated Other Trips	Total Trips - Total Attendant Trips - Total Other Trips Total Registrants - Other Registrants	Unaccommodated Trips  Total Trips - Total Attendant Trips - Total Other Trips	Cancelled Trips  Total Trips - Total Attendant Trips - Total Other Trips	No-Show Trips Total Trips - Total Attendant Trips
	II	II	II	II	11	II	II
SERVICE UTILIZATION:	Trips/Hour	Kilometres/Hour	Average Kilometres/Trip	Trips/Registrant	Unaccommodated Trip Requests	Cancellations	No-Shows

### VEHICLE UTILIZATION:

Revenue Hours/Vehicle = Kilometres/Vehicle =

#### Revenue Vehicle Hours Total Vehicles

Revenue Vehicle Kilometres Total Vehicles

# HANDY REFERENCE

Service

Prior to 1979.

Burlington Cambridge Chatham Brantford

Dryden Guelph

(ingston (itchener-Waterloo Hamilton

-opuo

Mildmay Niagara Falls Oshawa Ottawa-Carleton Paris

Peterborough (City) Sault Ste. Marie Strafford Sudbury Thunder Bay

Since 1979: Ajax Amherstburg

Belleviile
Brockviile
Burk's Falls
Campbellford
Capreol
Chapleau
Clarington
Cochrane
Cobourg
Collingwood
Cornwall
Durham
Dysart
Elliot Lake
Espanola
Flesherton
Fort Frances
Gananoque
Georgina
Gore Bay

Halton Hills Halton Region

Mitchell
Newmarket
Nickel Centre
North Bay
Oakville
Onaping Falls/
Rayside-Balfour
Orillia
Owen Sound
Peel
Pernbroke
Peel
Perrborough
(County)
Port Hope
Rainy River
Renfrew
Richmond Hill
Sarnia Markham

Population Served

Schreiber Scugog-Uxbridge St. Catharines St. Mary's St. Thomas Valley East ictoria County

0,000 to 100,000;

Whitby Wiarton Wingham Woodstock /oolwich

Belleville
Brantford
Brockville
Cambridge
Cambbellford
Chatham
Clarington
Cobourg
Collingwood
Cornwall
Elliot Lake
Flesherton
Fort Francis
Georgina
Guelph
Halton Hills
Kapuskasing
Kenora
Kingston
Leamington
Lindsay
Meaford

Less than 10,000:
Atikokan
Burk's Falls
Capreol
Dryden
Dysart
Espänola
Gananoque
Gore Bay
Ingersoll
Listowel
Manitouwadge
Mitchell
Paris
Schreiber
St. Mary's

eterborough (City) Mildmay Milton Newmarket Niagara Falls Nickel Centre

cont. on next page...

Thunder Bay Vaughan Windsor

> Rayside-Balfour Onaping Falls/

lorth Bay

Owen Sound

Pembroke Port Hope

#### Greater than 200,000: lalton Region

Peterborough (County)

Citchener-Waterloo Ottawa-Carleton oronto

Richmond Hill

Sarnia

Renfrew

#### Density

**Population** 

Scugog-Uxbridge St. Thomas Sault Ste. Marie

Stratford

Sudbury horold

ess than 5 persons/ha: Amherstburg **Burk's Falls** Slarington

Victoria County

Immins

Wallaceburg Valley East

Velland

Fort Frances -lesherton Espanola Cobourg Oryden

Georgina Sore Bay

Noodstock

Wingham

Wilmot Whitby

Voolwich

Halton Hills Halton Region Kapuskasing Kenora

00,000 to 200,000

Burlington

Markham

**lanitouwadge** 

St. Catharines

Oshawa

Oakville

Rayside-Balfour **Onaping Falls/** lickel Centre iagara Falls

eterborough (County) Scugog-Uxbridge Sudbury
Thunder Bay
Timmins
Valley East
Vaughan
Victoria County Renfrew

Whitby Wingham Woolwich Nalden

- 9 persons/ha:

Collingwood Burlington Aurora Barrie

Sananoque Cornwall ngersoll Jurham

Owen Sound North Bay

Onaping Falls/ Rayside-Balfour

Nickel Centre

Aitchell

0 -15 persons/ha: **Srockville** 3elleville **Srantford** 

Burlington Capreol Cobourg Collingwood Durham Flesherton Gananoque Georgina Guelph Halton Region Hamilton Kapuskasing Amherstburg Burk's Falls Brockville Atikokan Peterborough (City) St. Catharines Wallaceburg Woodstock **Jewmarket** St. Thomas Elliot Lake **Gingston** Guelph indsay Sarnia **Milton** 

(itchener-Waterloo eamington Greater than 15 persons/ha: Ottawa-Carleton Richmond Hill Hamilton Chatham Markham Shawa nopuo. Mildmay Dakville

Warkham

Meaford Mildmay

No Maximum Welland oronto

Call-in Time

ambridge

Sault Sto Mario

/ictoria County Wallaceburg Wilmot Nalden

Wingham Woodstock Woolwich

#### No Minimum Call-in Time

Amherstburg
Atikokan
Belleville
Collingwood
Gananoque
Guelph
Hamilton
Kapuskasing
Kingston
Markham
Mildmay
Ottawa-Carleton
Owen Sound
Port Hope

New Service in 1993

lainy River hapleau chrane Viarton Valden /litchell

Scheduling and Dispatching

Manually:

Amherstburg
Atikokan
Aurora
Belleville
Brantford
Brockville
Brockville
Campbellford
Chatham
Clarington
Cobourg
Collingwood

Elliot Lake

Espanola
Flesherton
Fort Frances
Gananoque
Georgina
Gore Bay
Halton Hills
Halton Region
Ingersoll
Kapuskasing
Lindsay
London
Manitouwadge
Markham
Meaford
Mildmay
Milton
Milton
Mitchell
Nickel Centre
Oakville
Oshawa
Owen Sound
Paris

Pembroke Peterborough (City)

eterborough (County) Port Hope

Newmarket Niagara Falls North Bay St. Catharines

Windsor Wingham

Sudbury

Renfrew
Richmond Hill
Sault Ste. Marie
Schreiber
Scugog-Uxbridge
St. Mary's
St. Thomas
Stratford
Thunder Bay
Timmins
Valley East
Victoria County
Walden
Wallaceburg
Whitby
Wilmot
Woodstock
Woodwich

Combination:
Cambridge
Guelph
Onaping Falls
/ Rayside Balfour
Orillia

Maintenance Vehicle

Sarnia Vaughan Velland

By Municipality

Computer-assisted: Barrie Burlington

Espanola Fort Frances Cornwall Burk's Falls Elliot Lake Burlington

itchener-Waterloo

ingston

Dryden
Durham
Dysart
Elliot Lake
Fort Frances
Gananoque
Georgina
Gore Bay
Guelph
Halton Hills
Halton Region
Hamilton
Ingersoll
Krapuskasing
Kitchener-Waterloo
Lindsay
London
Maritouwadge
Markham
Meaford
Mildmay
Milton
Newmarket
Niagara Falls
Nickel Centre
Oakville
Onaping Falls/
Rayside-Balfour ttawa-Carleton Sobourg shawa Owen Sound
Pembroke
Peterborough (City)
Peterborough
(County)
Richmond Hill
Sault Ste. Marie
St. Catharines
Sudbury
Vaughan Onaping Falls/ Rayside-Balfour Orillia Unable to Use:
Ajax
Amherstburg
Atikokan
Aurora
Barrie
Belleville
Brantford
Brockville
Cambridge
Capreol Nickel Centre North Bay Oakville fildmay Eligibility
Criterion
Unable to Board;
Ajax
Brantford
Burk's Falls
Burlington
Capreol
Chatham
Dryden
Espanola
Fort Frances Scugog-Uxbridge Stratford Thunder Bay Vaughan Whitby Windsor Georgina Gore Bay Halton Hills Hamilton Kapuskasing London Manitouwadge Contracted Out: Atikokan Barrie Nickel Centre
Onaping Falls/
Rayside-Balfour
Orillia
Ottawa-Carleton
Owen Sound
Peterborough
(County)
Port Hope
Renfrew
St. Thomas
Sudbury
Valley East
Walden
Walden Manitouwadge Mildmay Milton apuskasing Capreol Clarington Guelph Peterborough (City)
Richmond Hill
Sarnia
Schreiber
Welland
Woodstock
Woodstock

By Transit
Authority:
Niagara Falls
Sault Ste. Marie
St. Catharines
Timmins
Toronto
Victoria County itchener-Waterloo lalton Region y Operator: Chatham Collingwood Dryden

Markham Jorth Bay Dakville Aurora Belleville Brantford Brockville

wen Sound

Peterborough (City)
Peterborough
(County)
Port Hope
Richmond Hill
Sarnia
Sarult Ste. Marie
Schreiber
Schre

Other:
Amherstburg
Campbellford
Cornwall
Kingston
London
Renfrew

Municipality:
Ajax
Ajax
Ajax
Burk's Falls
Burlington
Cambridge
Capreol
Cornwall
Dysart
Elliot Lake
Espanola
Fort Frances
Gore Bay
Guelph
Ingersoll
Markham
Newmarket
North Bay
Oakville

Sault Ste. Marie Schreiber St. Catharines Timmins Vaughan Welland

Scugog-Uxbridge St. Mary's Stratford Thunder Bay Victoria County Windsor Wingham

Non-Profit Group:
Amherstburg
Brantford
Campbellford
Clarington
Cobourg
Dryden
Flesherton
Gananoque
Hamilton
Kenora
Kingston
Kingston
Kitchener-Waterloo
Leamington
Listowel
Manitouwadge
Mildmay
Niagara Falls
Oshawa
Paris
Pembroke
Peterborough
(County)

Paris
Port Hope
St. Thomas
Sudbury
Toronto
Valley East
Walden
Walden

Service Type

Amherstburg
Attkokan
Aurora
Brockville
Burk's Falls
Cambbellford
Capreol
Cobourg
Cornwall
Durham
Dysart
Elliot Lake
Espanola
Flesherton
Fort Frances
Gananoque
Gore Bay

Private Organization:
Aurora
Barrie
Belleville
Brockville
Chatham
Collingwood
Durham
Collingwood
Durham
Georgina
Halton Hills
Halton Region
Kapuskasing
Lindsay
London
Meaford
Milton
Nickel Centre
Onaping-Falls/
Bayside-Balfour

Sault Ste. Marie lickel Centre Wallaceburg Noodstock North Bay /aughan Windsor Mildmay Onaping Falls/ Rayside-Balfour Orillia Manitouwadge Markham apuskasing Meaford ingston

Accessible Door:

Burlington Clarington Collingwood **Brantford** Dryden Sarrie

Owen Sound Peterborough (County)

t. Catharines

ort Hope

St.Thomas

horold

Kitchener-Waterloo Halton Region Lindsay Guelph nopuo. Wilton

hunder Bay

Ottawa-Carleton Oshawa Dakville

ictoria County

/oolwich

Fimmins Valley East

Curb to Curb: Belleville

Peterborough (City Richmond Hill Pembroke

Georgina Halton Hills

Shatham

Schreiber

Niagara Falls

lewmarket

cugog-Uxbridge Voodstock Vingham Sudbury oronto Velland Vhitby

Comparison to Conventional Transit

London

Owen Sound Peterborough (City) Same Operator Wage Rates: Burlington Cambridge Collingwood cornwall Dakville

Sault Ste. Marie St. Catharines oronto

Peterborough (City) Richmond Hill

same Hours Cornwall Elliot Lake Noodstock of Service: Surlington **3rockville Brantford** Velland ame Fare Burlington Capreol Brockville selleville

Kenora Kitchener-Waterloo Collingwood Elliot Lake Guelph Hamilton

Lindsay

Milton

Oakville
Ottawa-Carleton
Richmond Hill
Sarnia
St. Catharines
Thunder Bay
Valley East

Markham Niagara Falls Nickel Centre North Bay

Non-Dedicated Services

Ottawa-Carleton

Dakville

Owen Sound

Burlington Cambridge Flesherton **Brantford** Cornwall Suelph Barrie

Sault Ste. Marie St. Catharines

Valley East Vaughan

Immins

Sudbury

Kitchener-Waterloo Markham Kingston

Niagara Falls North Bay

Oakville Owen Sound

Peterborough (City) Renfrew

Richmond Hill Sault Ste. Marie St. Catharines St. Mary's

Stratford Sudbury Thorold Thunder Bay Toronto

Vaughan Victoria County

**Nanitouwadge** 

Fleet Size

Onaping Falls/ Rayside-Balfour Under 3 Vehicles: Amherstburg Atikokan Aurora
Belleville
Brockville
Burk's Falls
Capreol
Chatham
Cobourg
Collingwood
Durham
Dryden
Dryden
Dysart
Elliot Lake
Espanola
Fort Frances
Gananoque
Georgina
Gore Bay
Halton Hills
Halton Region

Owen Sound
Pembroke
Peterborough
(County)
Port Hope
Renfrew
Richmond Hill
Schreiber
Scugog-Uxbridge
St. Mary's
St. Thomas
Valley East
Victoria County
Wallaceburg
Wingham
Woodstock
Woodwich

10 - 25 Vehicles: Hamilton

- 9 Vehicles:

Brantford Barrie

Burlington Cambridge Clarington Cornwall Durham Flesherton Guelph Markham

Newmarket Niagara Falls North Bay

Oakville
Oshawa
Paris
Peterborough (City)
Sarnia
Sault Ste. Marie
St. Catharines
Stratford
Sudbury
Timmins
Vaughan
Welland

Victoria County Woolwich

Volunteer Contribution

Burk's Falls Gananoque Gore Bay Hamilton Lindsay Manitouwadge Paris

Greater than 25 Vehicles: Kitchener-Waterloo Thunder Bay Kingston Mildmay Foronto Vindsor

Ottawa-Carleton Toronto

A-10

